



# QUARTERLY MEETING

March 2, 2020



PRESENTING:

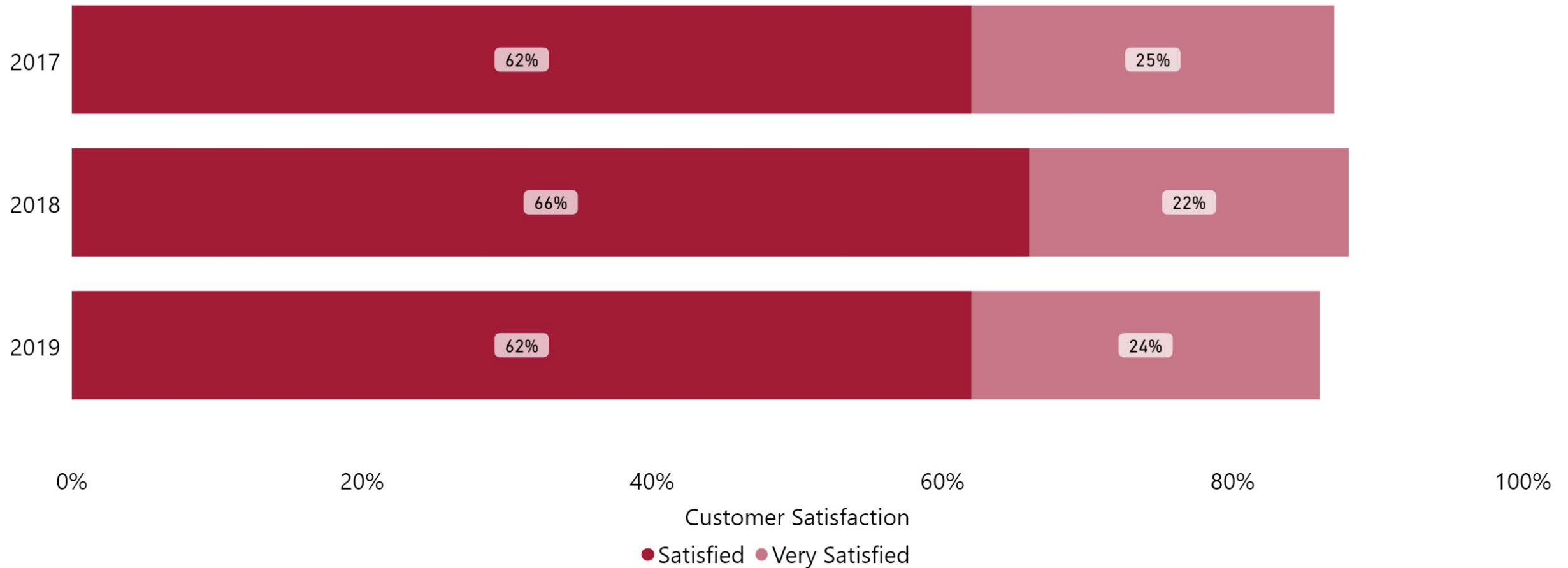
# **PROVIDE EXCEPTIONAL CUSTOMER SERVICE**

TANGIBLE RESULT #1

# TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

## PM#1.1: Percent of Overall Customer Satisfaction

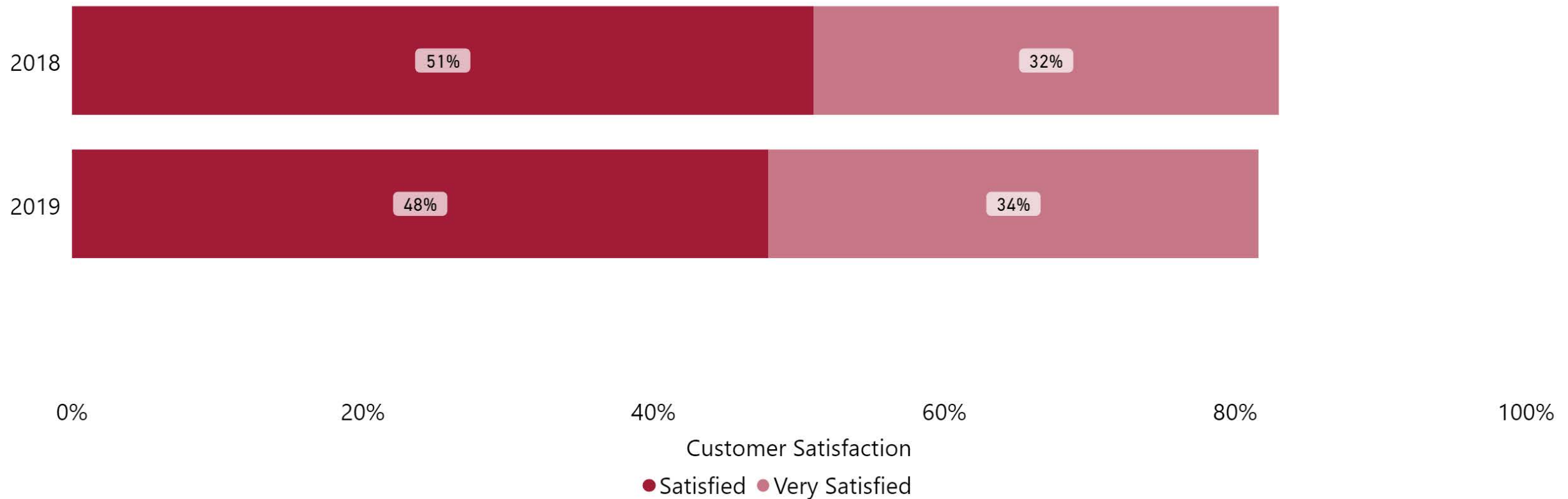
Chart 1.1.1: Overall MDOT Customer Satisfaction Rating for 2019



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.1: Percent of Overall Customer Satisfaction

Chart 1.1.2: Overall Customer Satisfaction with Phone Contact MDOT-Wide for 2019

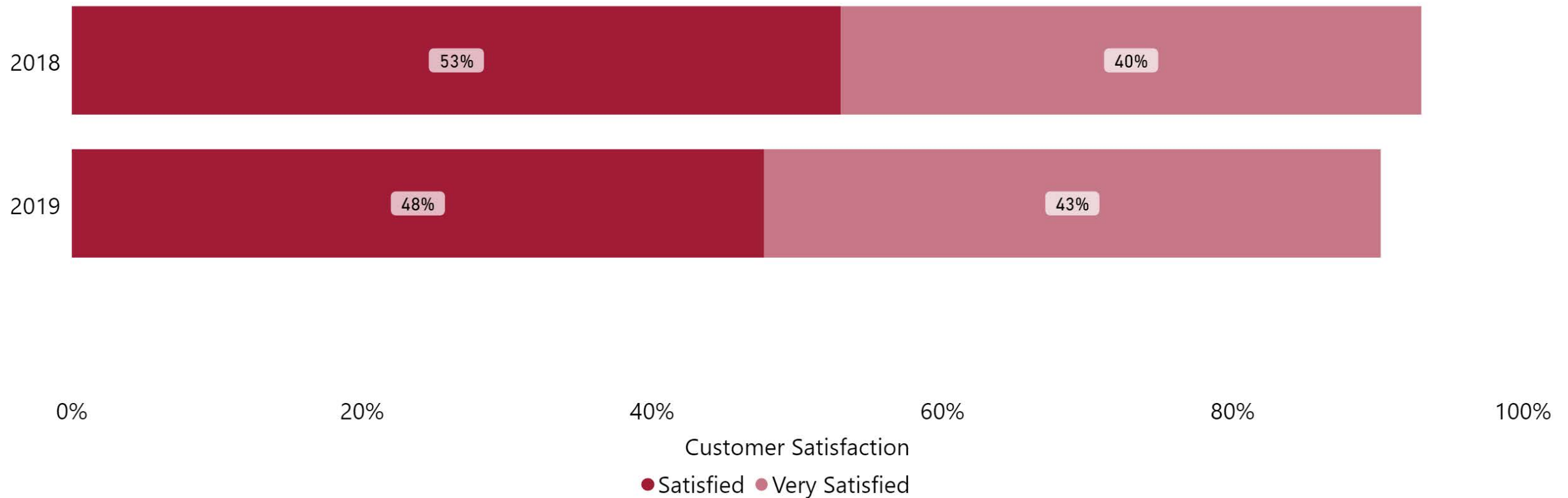




## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.1: Percent of Overall Customer Satisfaction

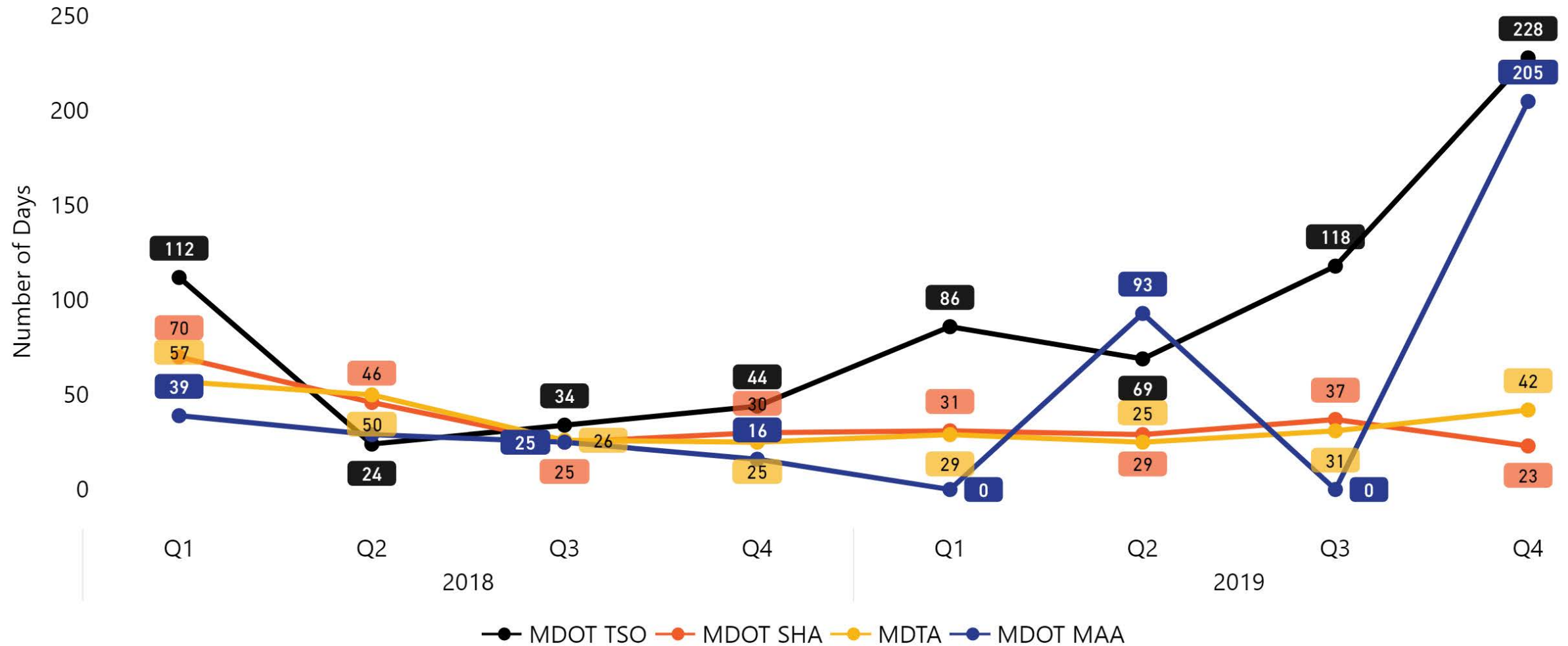
Chart 1.1.3: Overall Customer Satisfaction with Online Services MDOT-Wide for 2019



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.2: Responsiveness to MDOT Customer Correspondence

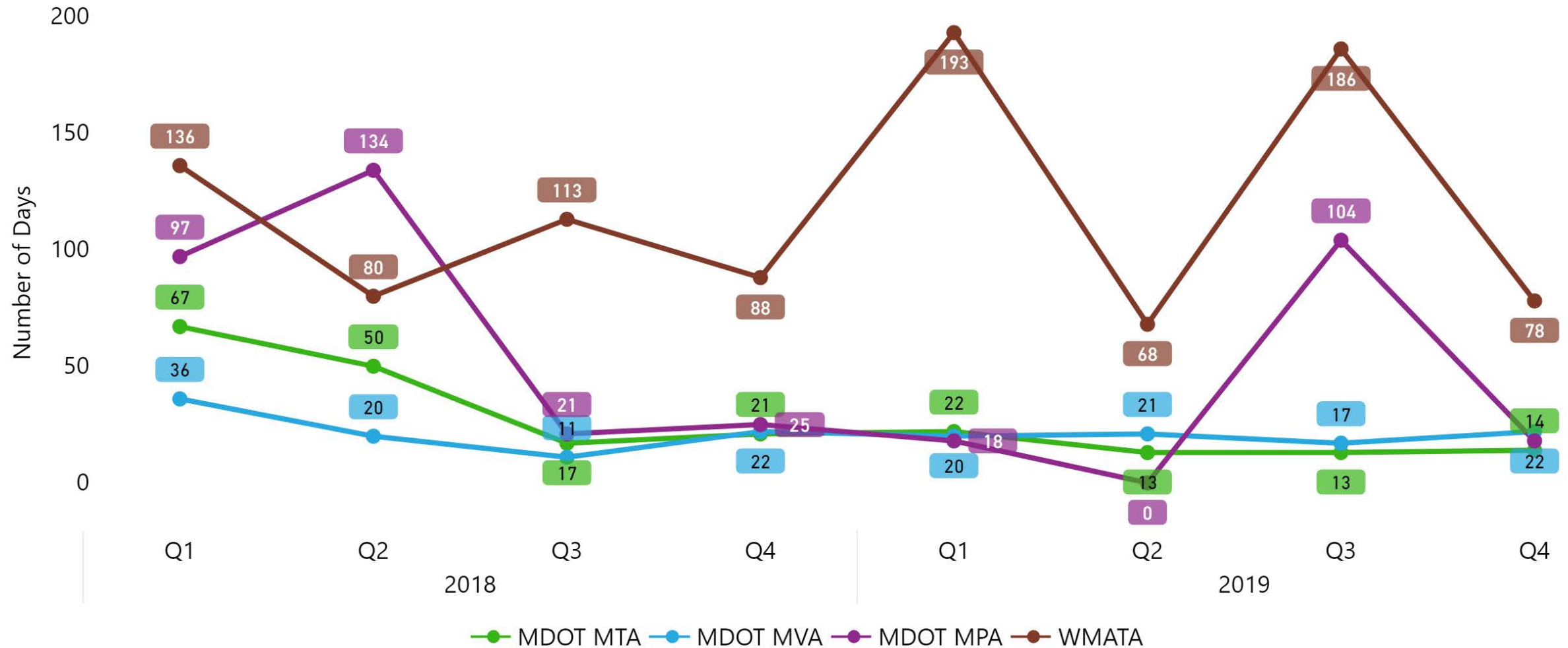
Chart 1.2A.1: Average Number of Days to Respond to Correspondence in MDOT IQ System by TBU



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.2: Responsiveness to MDOT Customer Correspondence

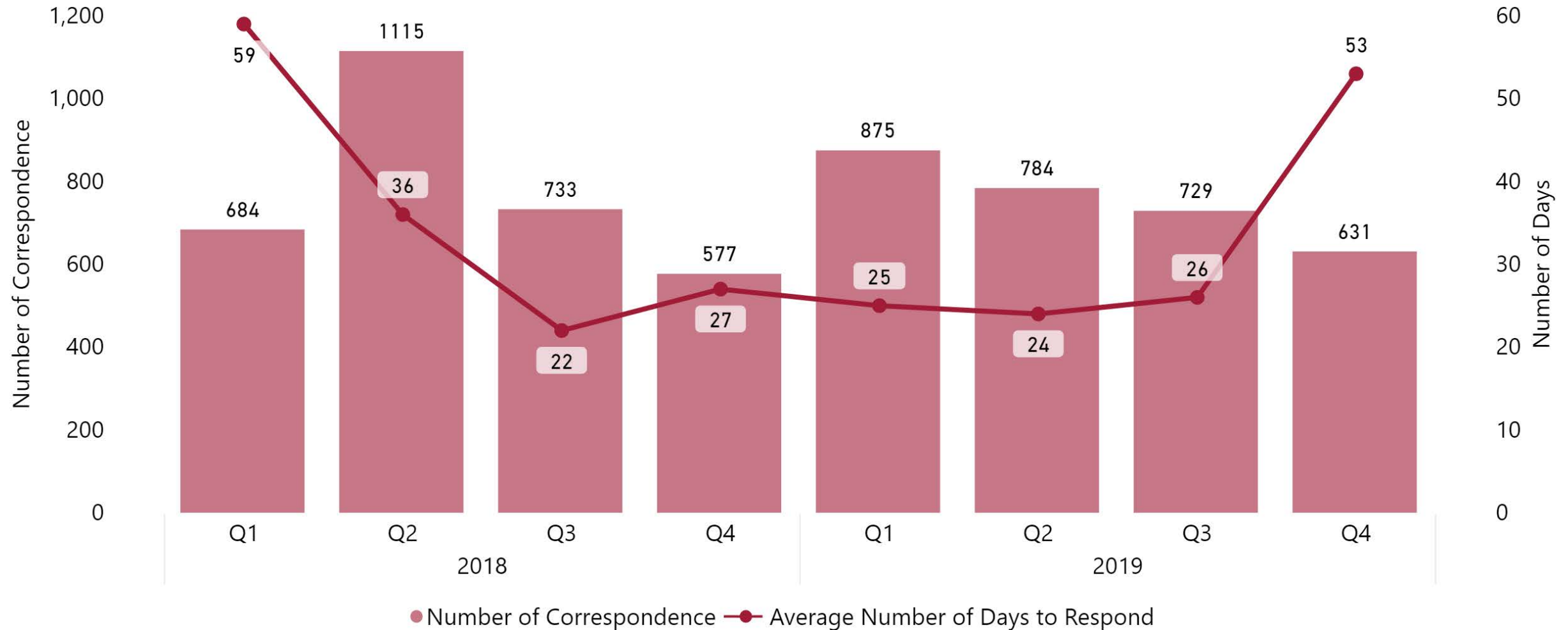
Chart 1.2A.2: Average Number of Days to Respond to Correspondence in MDOT IQ System by TBU



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.2: Responsiveness to MDOT Customer Correspondence

Chart 1.2A.3: Average Number of Days to Respond to Correspondence in MDOT IQ System-Wide

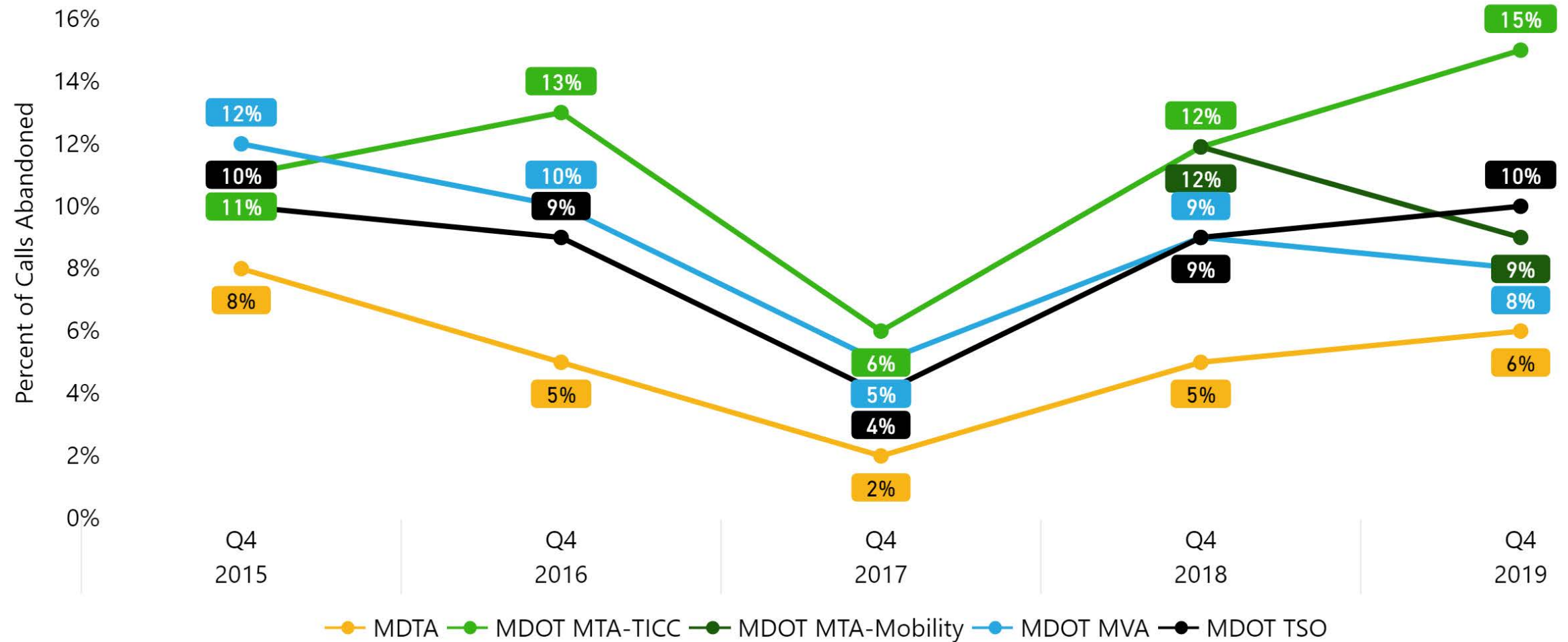




## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.3: Customer Satisfaction with Receiving Goods and Services

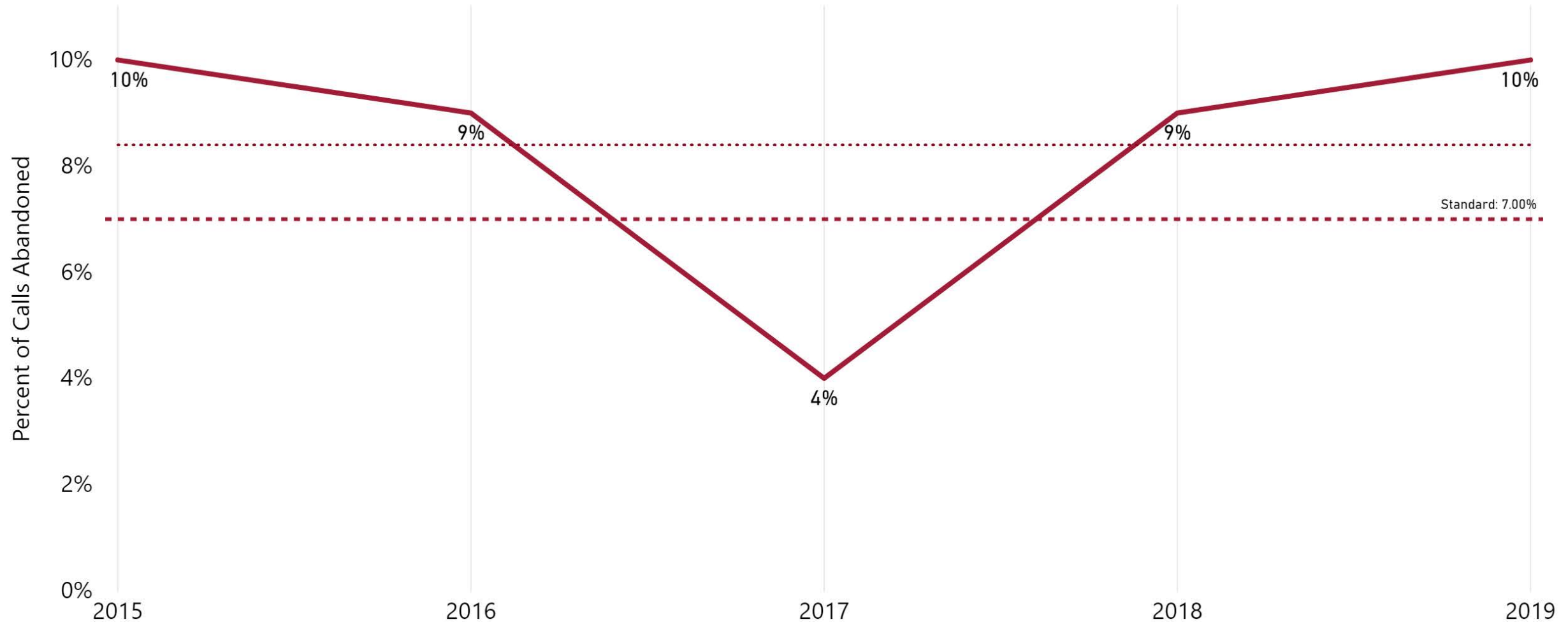
Chart 1.3A.1: Percent of Calls Abandoned at MDOT Call Centers



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.3: Customer Satisfaction with Receiving Goods and Services

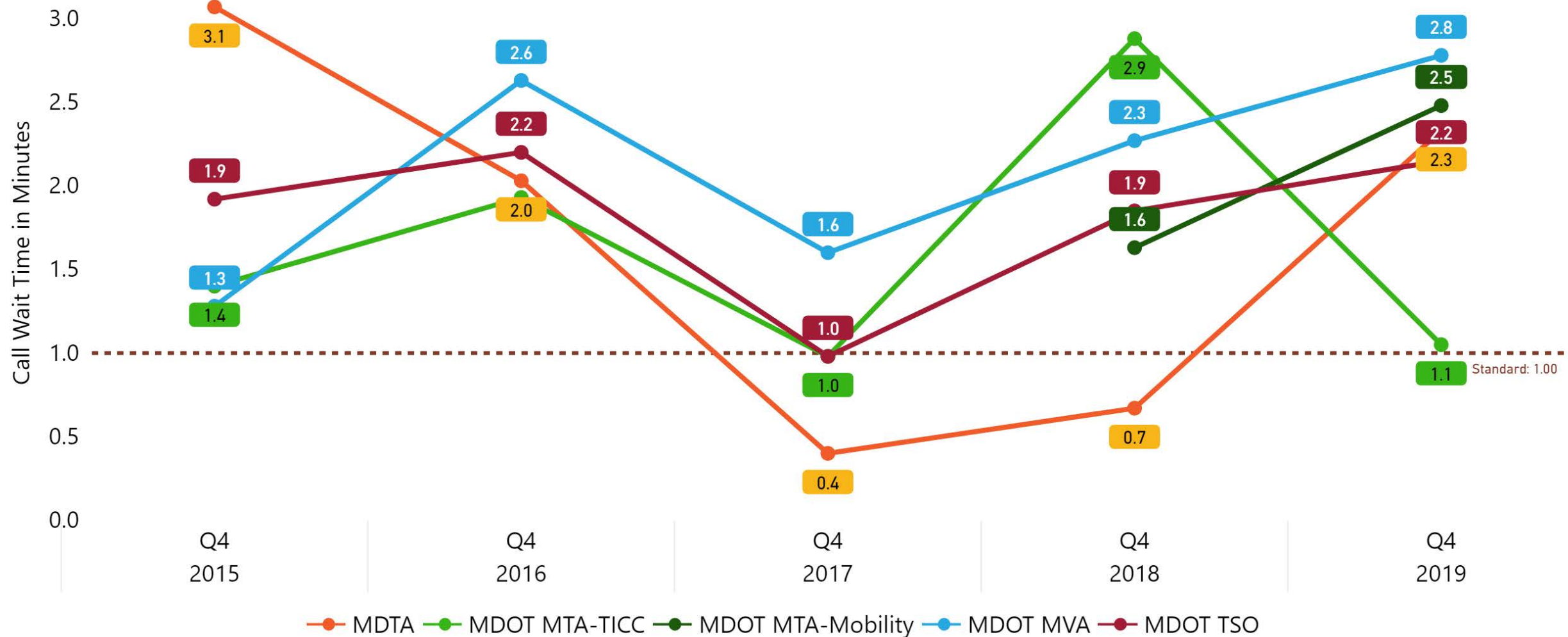
Chart 1.3A.2: Percent of Calls Abandoned at MDOT Call Centers



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.3: Customer Satisfaction with Receiving Goods and Services

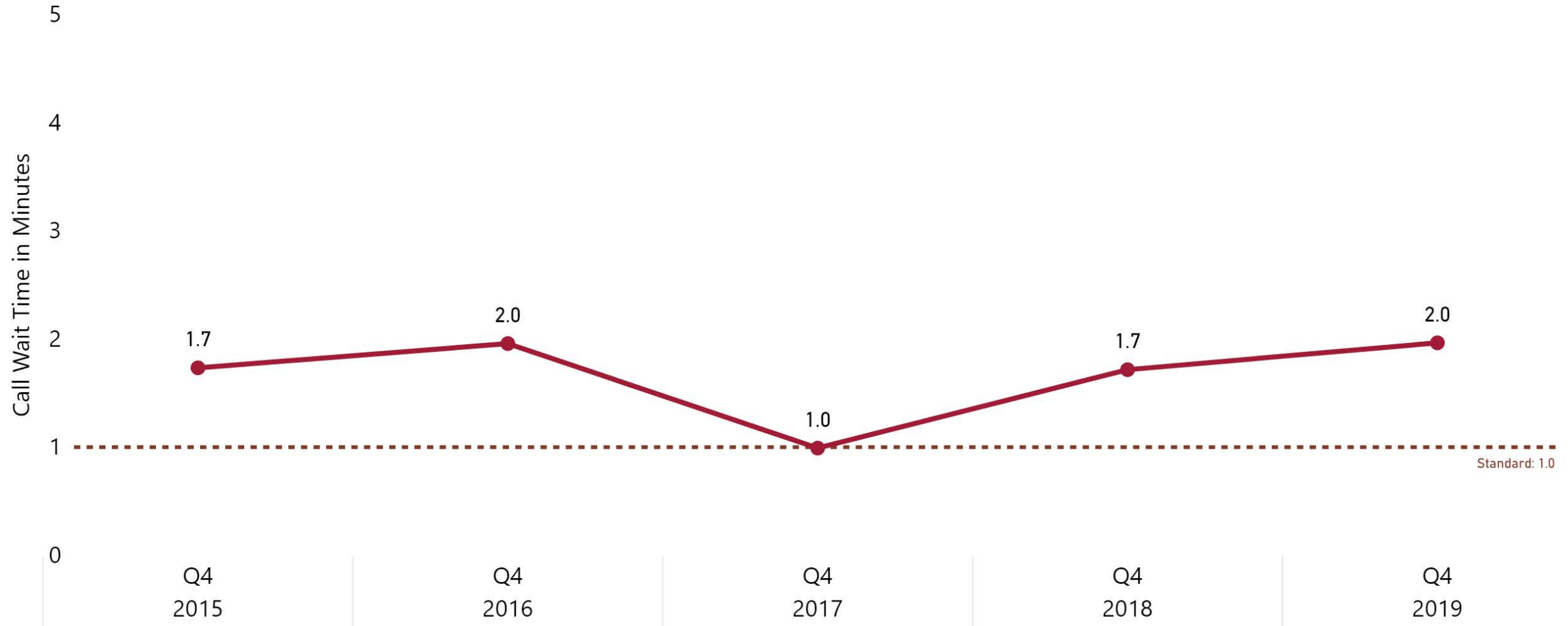
Chart 1.3B.1: Average Call Wait Times at MDOT Call Centers



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.3: Customer Satisfaction with Receiving Goods and Services

Chart 1.3B.2: Average Call Wait Times at MDOT Call Centers

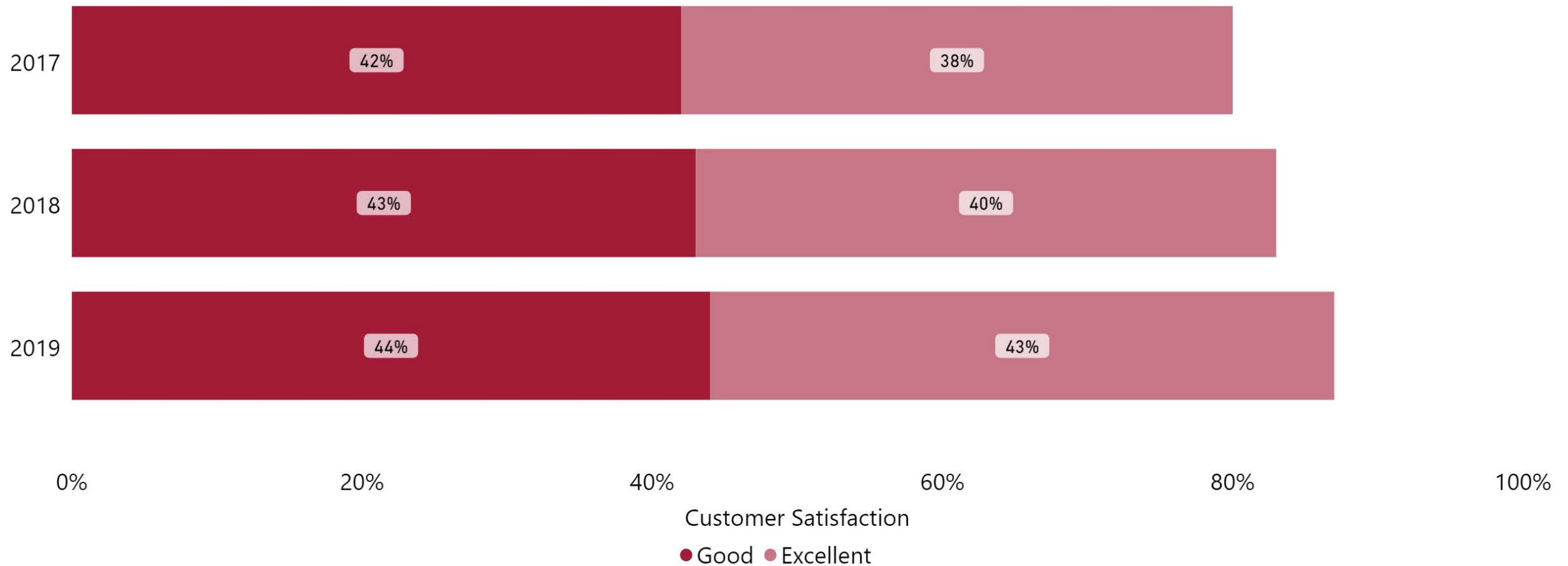




## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.4: Customer Satisfaction with Interactions with MDOT Representatives

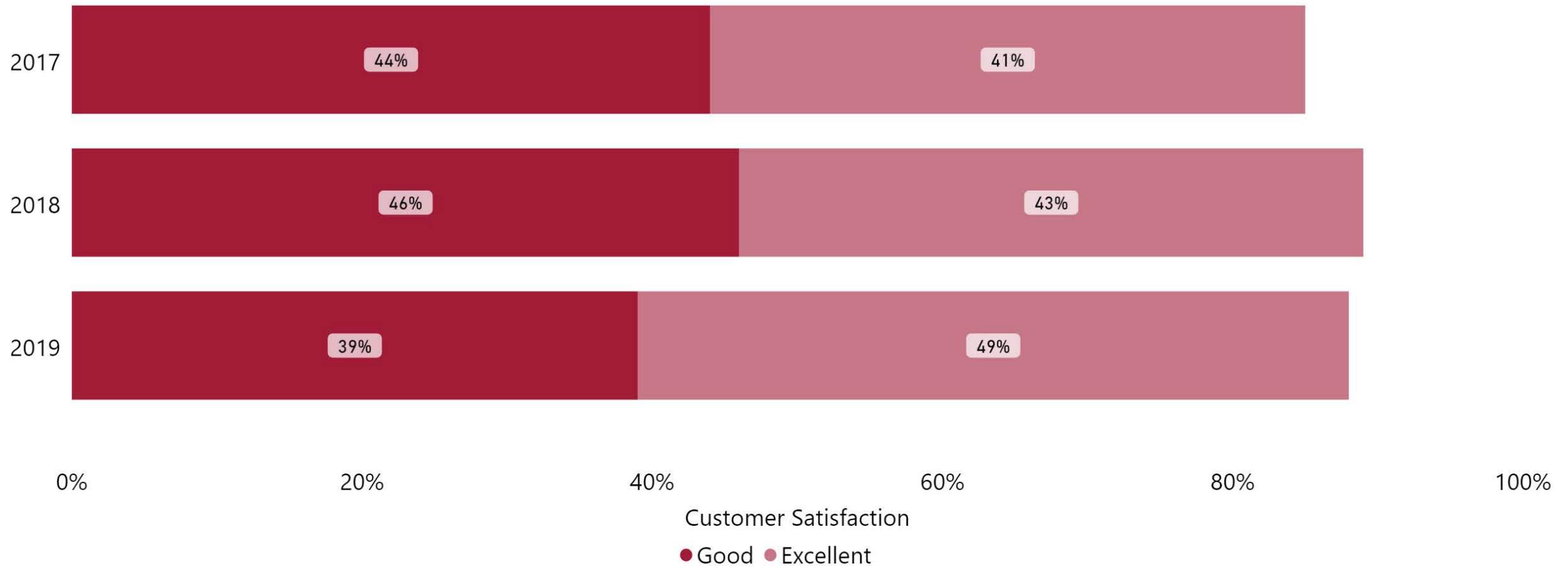
Chart 1.4.1: Customer Satisfaction with MDOT Representatives: Friendliness or Courteousness of Staff



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.4: Customer Satisfaction with Interactions with MDOT Representatives

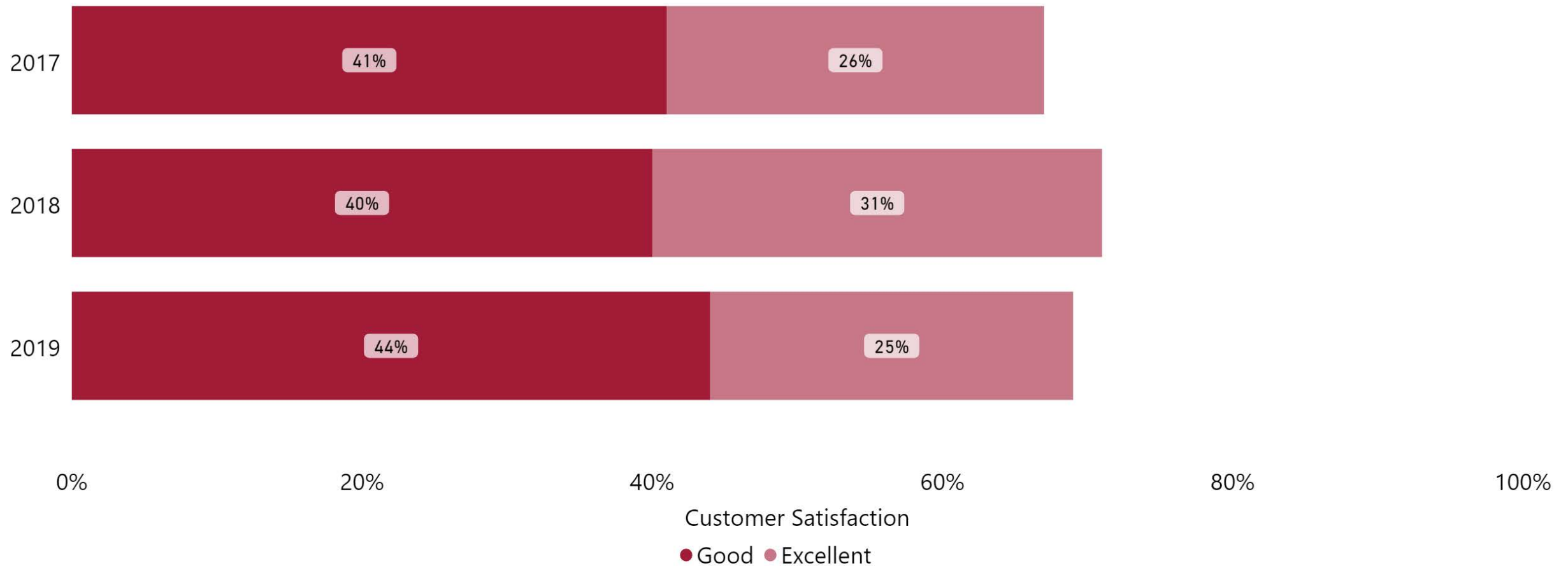
Chart 1.4.2: Customer Satisfaction with MDOT: Thoroughness and Accuracy of Information or Service



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM#1.4: Customer Satisfaction with Interactions with MDOT Representatives

Chart 1.4.3: Customer Satisfaction with MDOT: Timeliness or Speed of the Service Provided



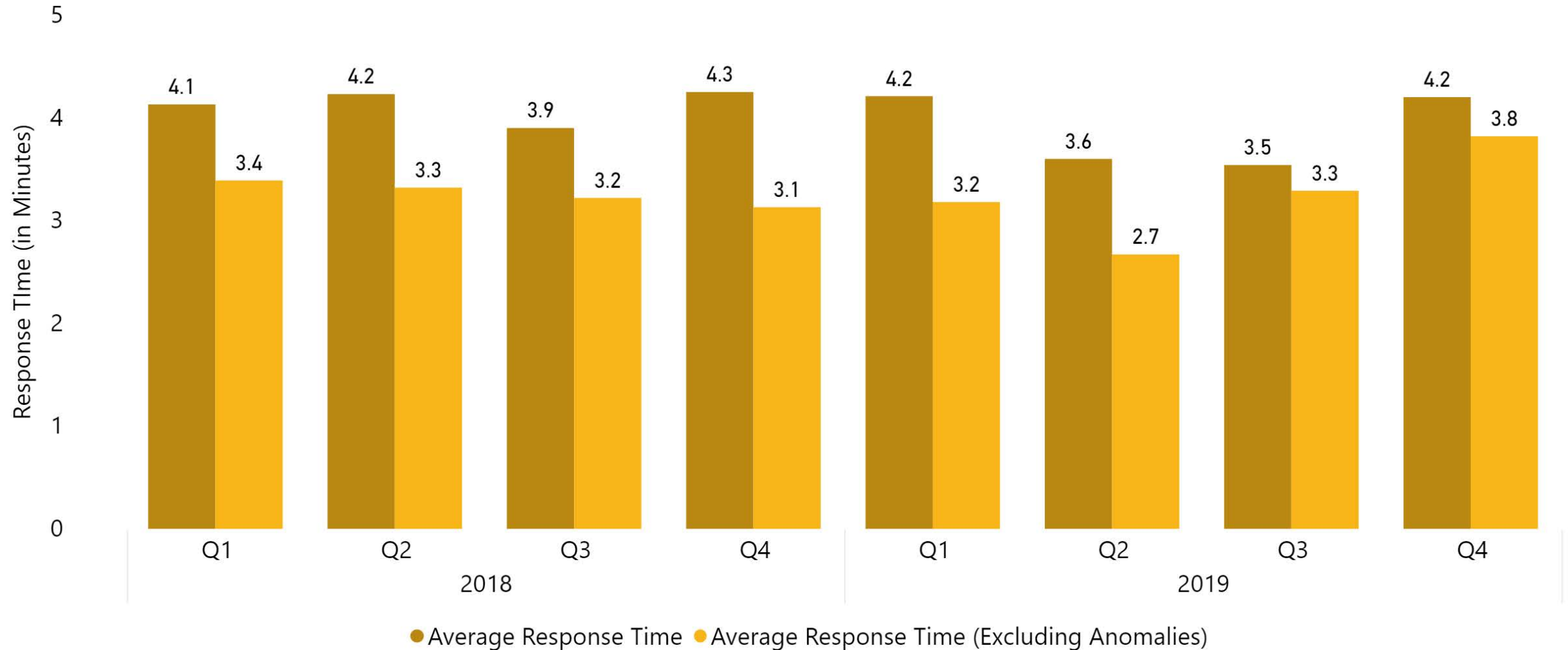


PRESENTING:  
TANGIBLE RESULT #1  
**TBU SPECIFIC MEASURES**

## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM MDTA 1.1: Response Time for Messaging

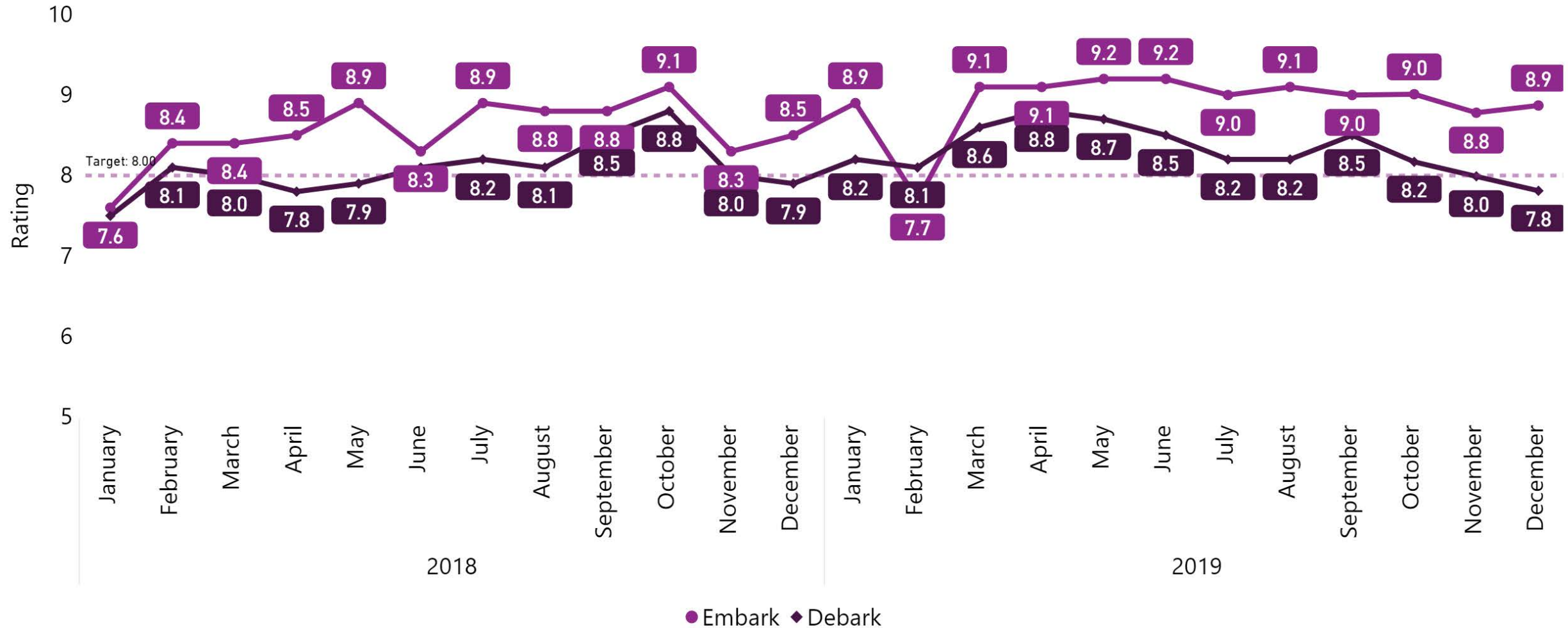
Chart MDTA 1.1.1: Reponse Time for Messaging Unplanned Events/Crashes



## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM MPA 1.1: Cruise Line Survey's "Terminal Experience" Results

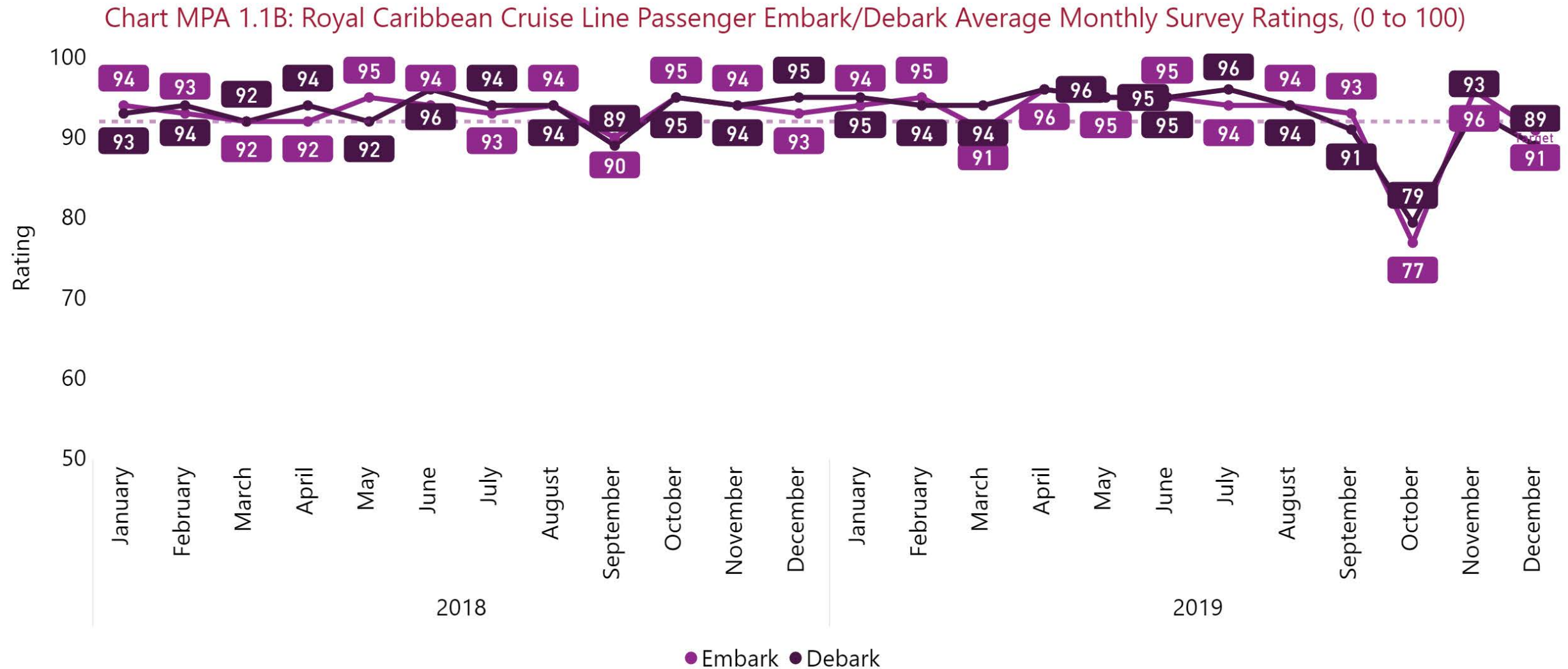
Chart MPA 1.1A: Carnival Cruise Line Passenger Embark/Debark Average Monthly Survey Ratings, (0 to 10)





## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

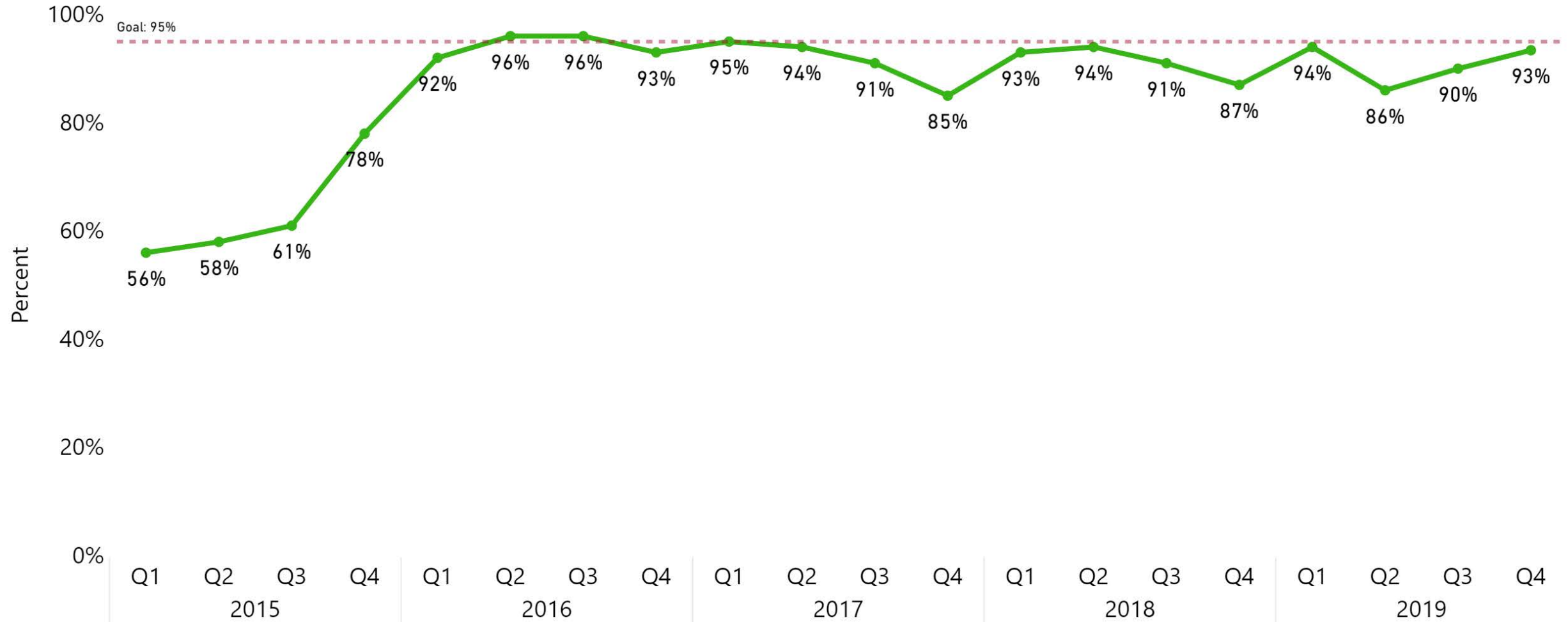
### PM MPA 1.1: Cruise Line Survey's "Terminal Experience" Results



# TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

## PM MTA1.2: Customer Feedback Resolution

Chart MTA 1.2: Customer Feedback Resolution

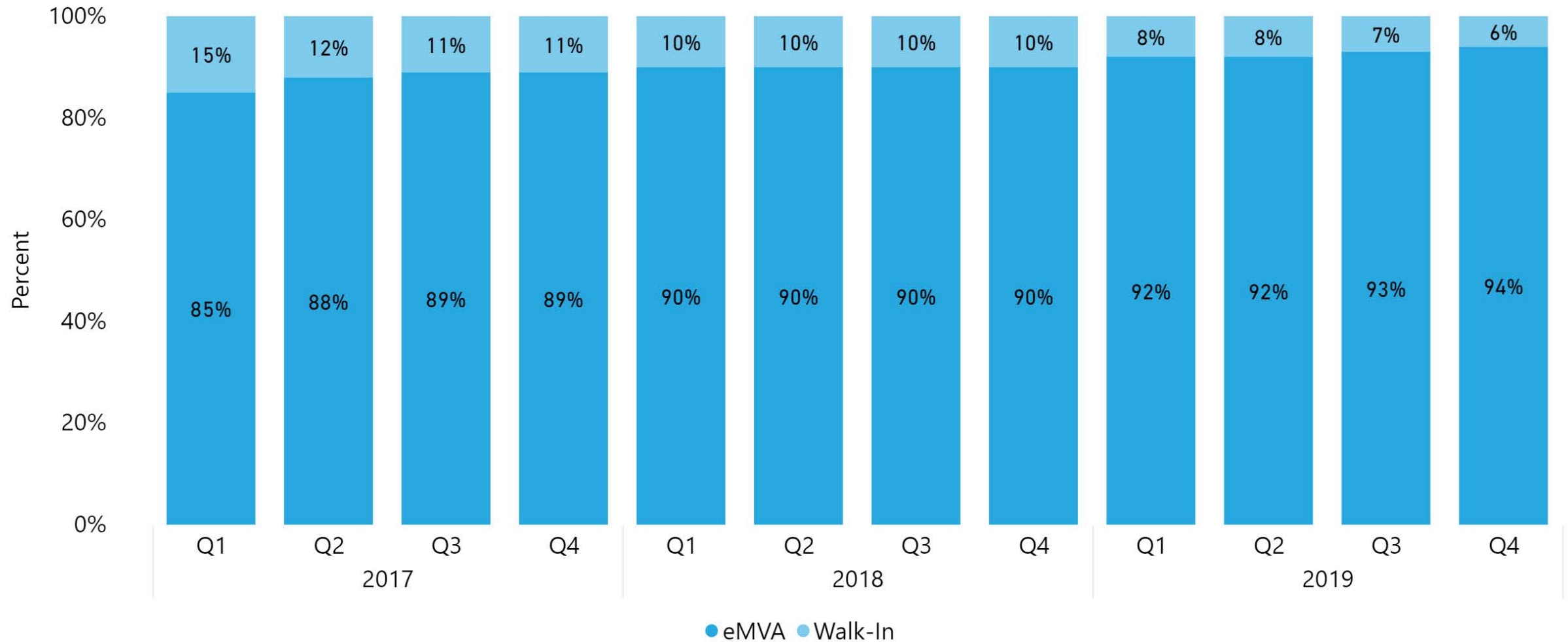




## TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

### PM MVA 1.1: Transactions Due to Vehicle Flag

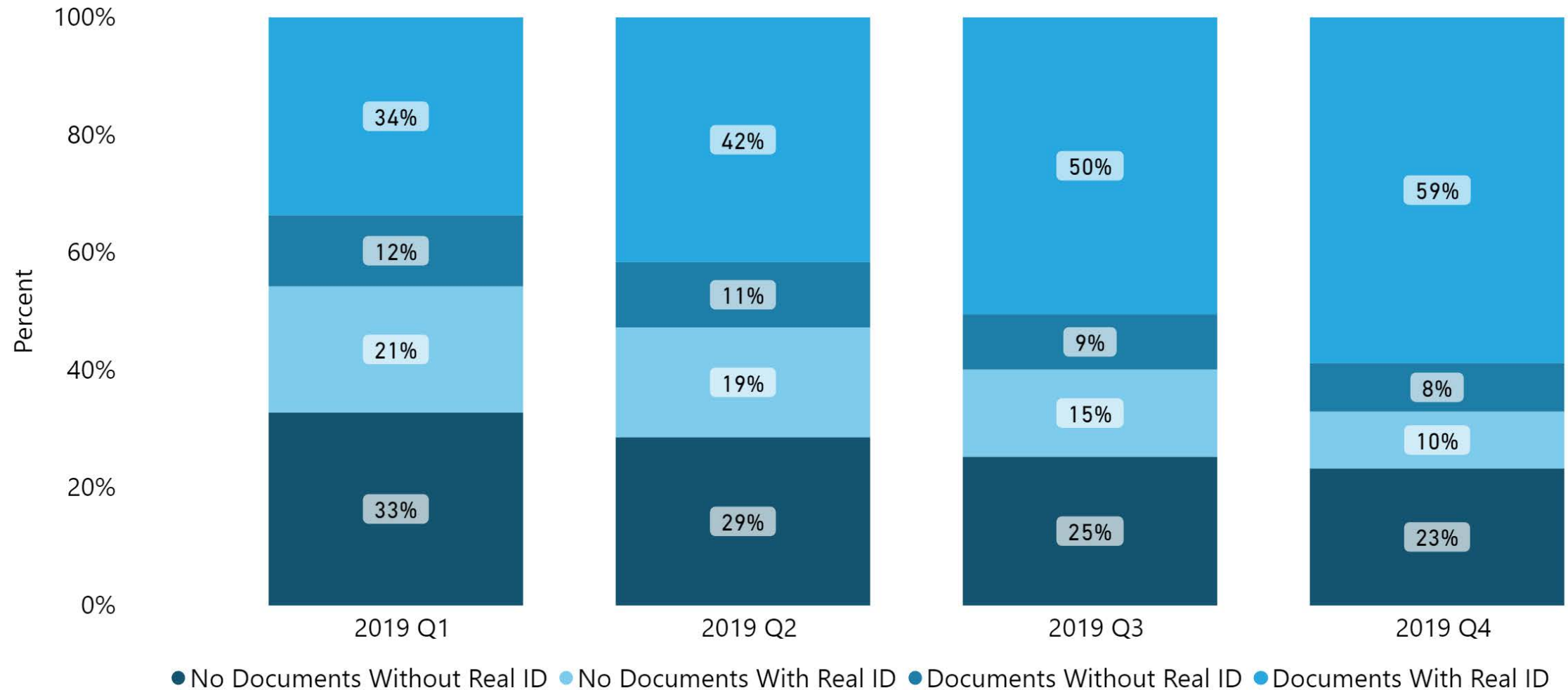
Chart MVA 1.1.1: Vehicle Registration Renewal



# TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

## PM MVA 1.4: Real ID Compliance

Chart MVA 1.4.1: Real ID Compliance Status





PRESENTING:

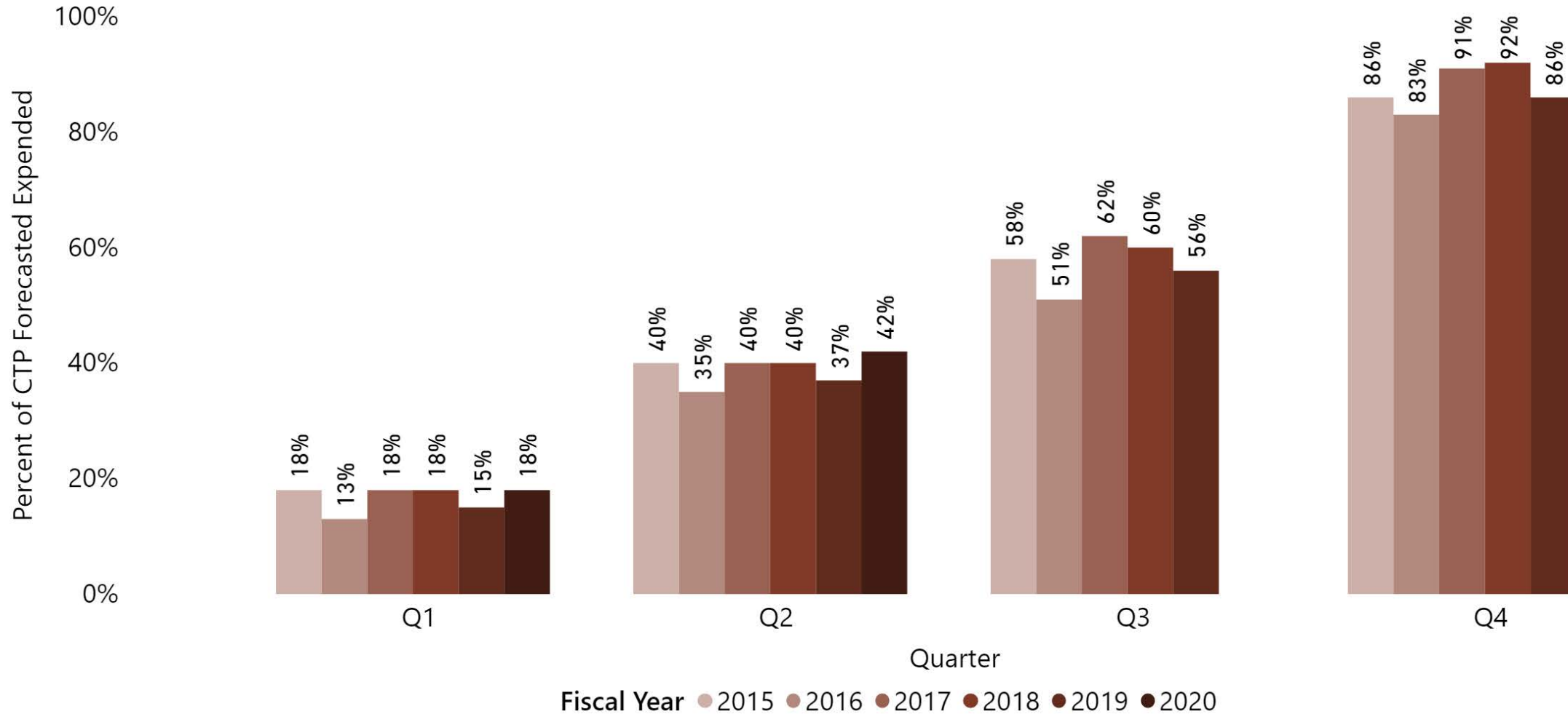
# USE RESOURCES WISELY

TANGIBLE RESULT #2

## TR#2: USE RESOURCES WISELY

### PM#2.1: Percent of Capital Dollars Spent As Programmed

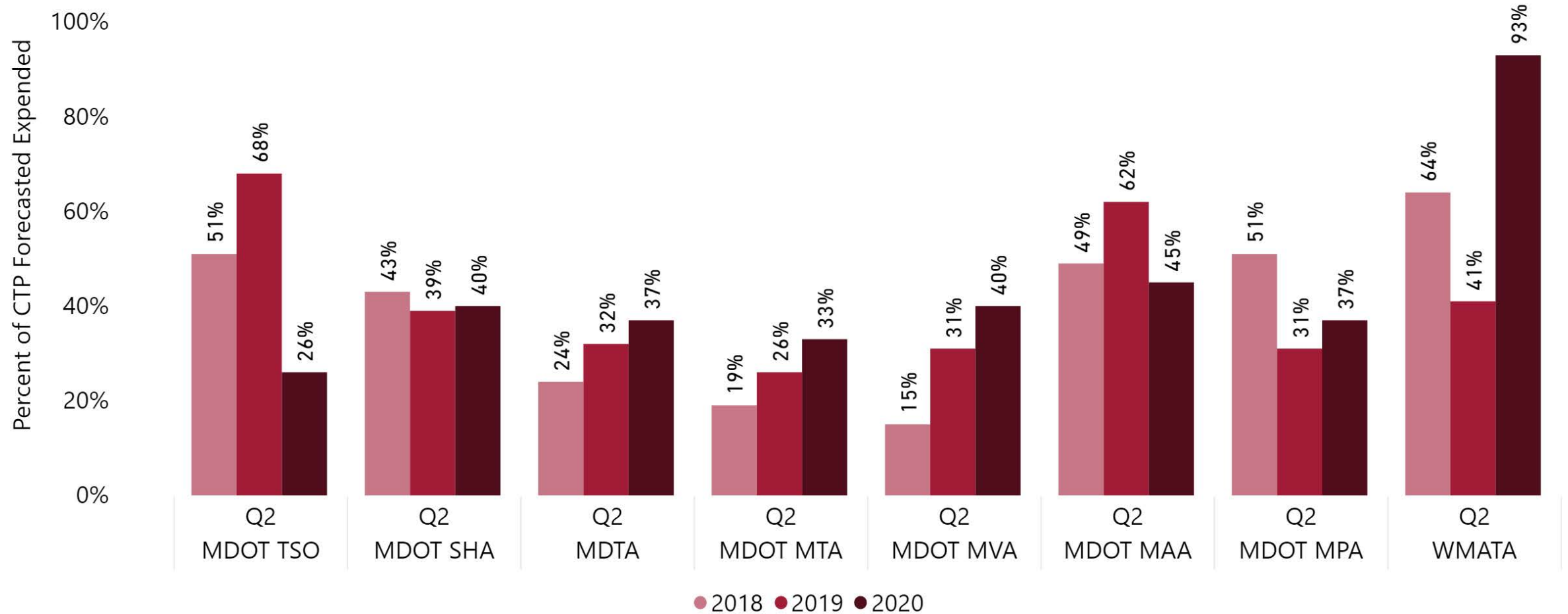
Chart 2.1.1: 6-Year Expenditure Rate Analysis (Federal & State)



## TR#2: USE RESOURCES WISELY

### PM#2.1: Percent of Capital Dollars Spent As Programmed

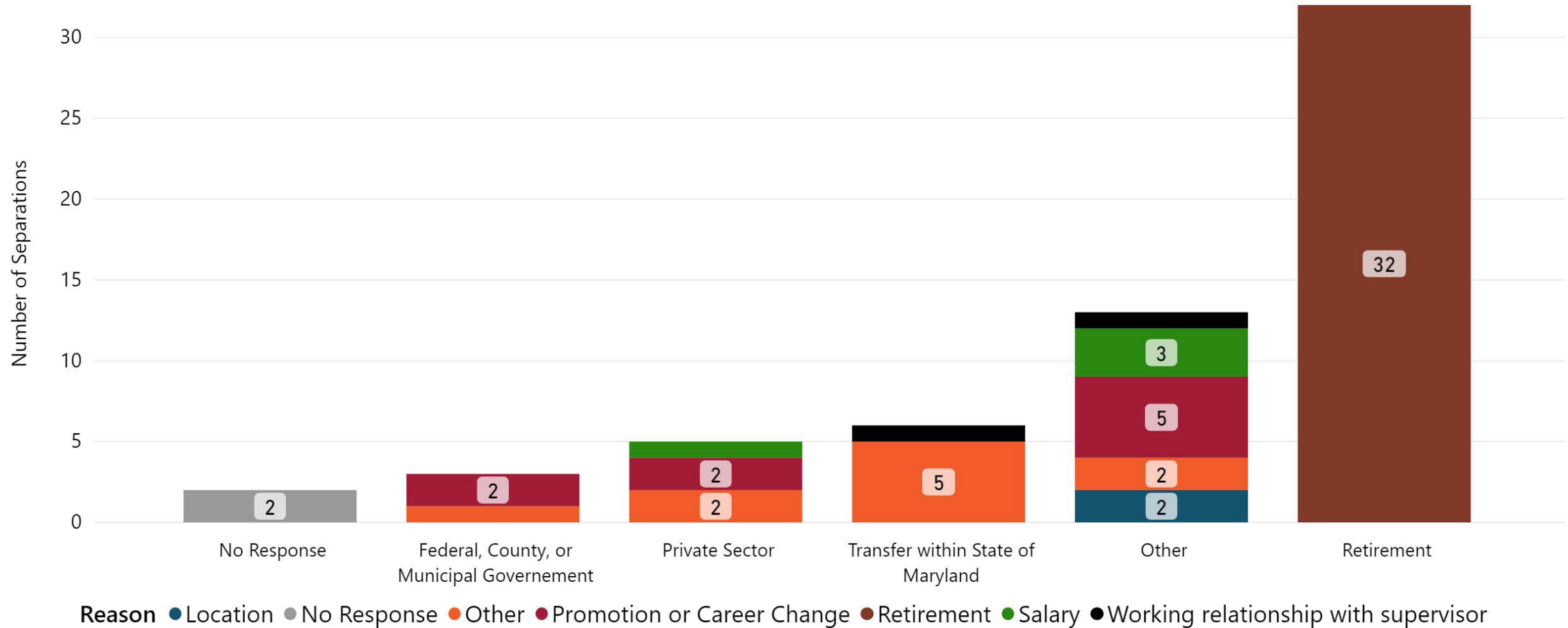
Chart 2.1.2: 3-Year Expenditure Rate by TBU (State/Federal/Toll)



## TR#2: USE RESOURCES WISELY

### PM#2.3: Employee Turnover Rate

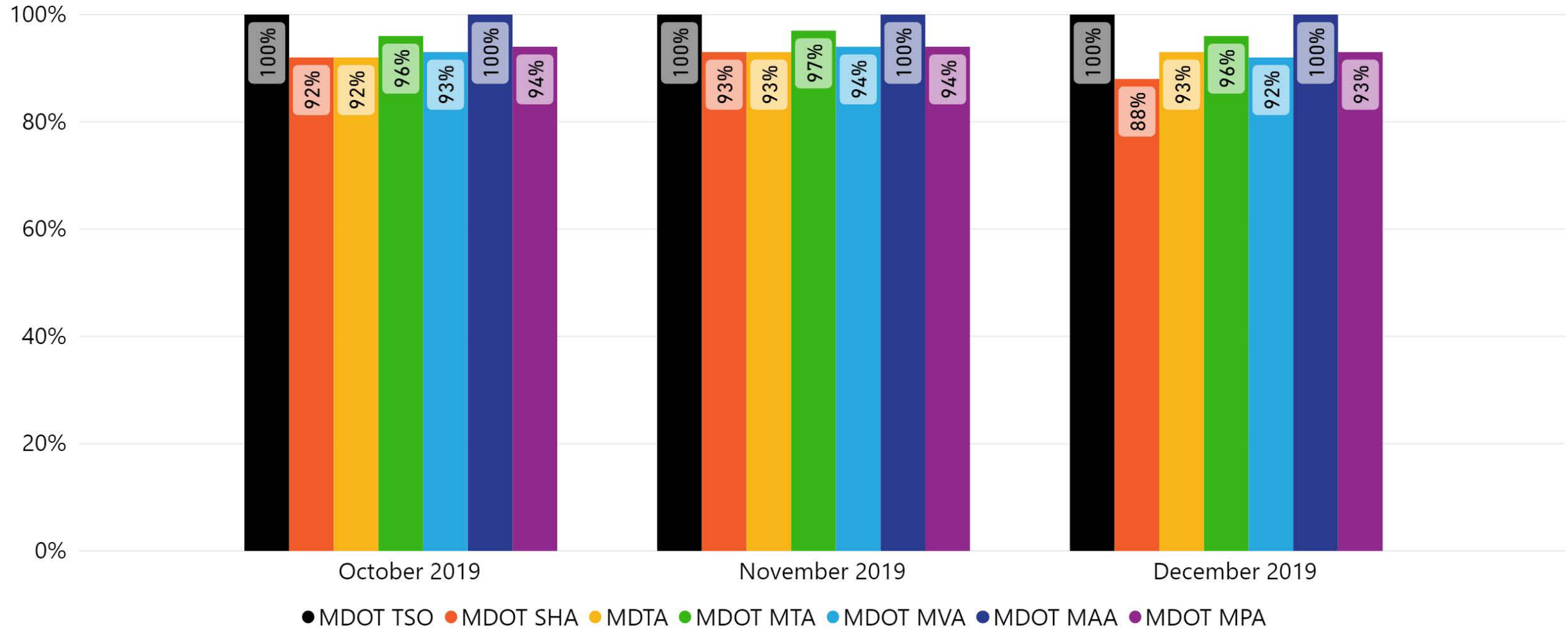
Chart 2.3.2: Separation Reasons MDOT-Wide for Q4 2019



## TR#2: USE RESOURCES WISELY

### PM#2.6: Managing Capital Assets

Chart 2.6E.1: MDOT Fleet Vehicle On-Time Preventive Maintenance

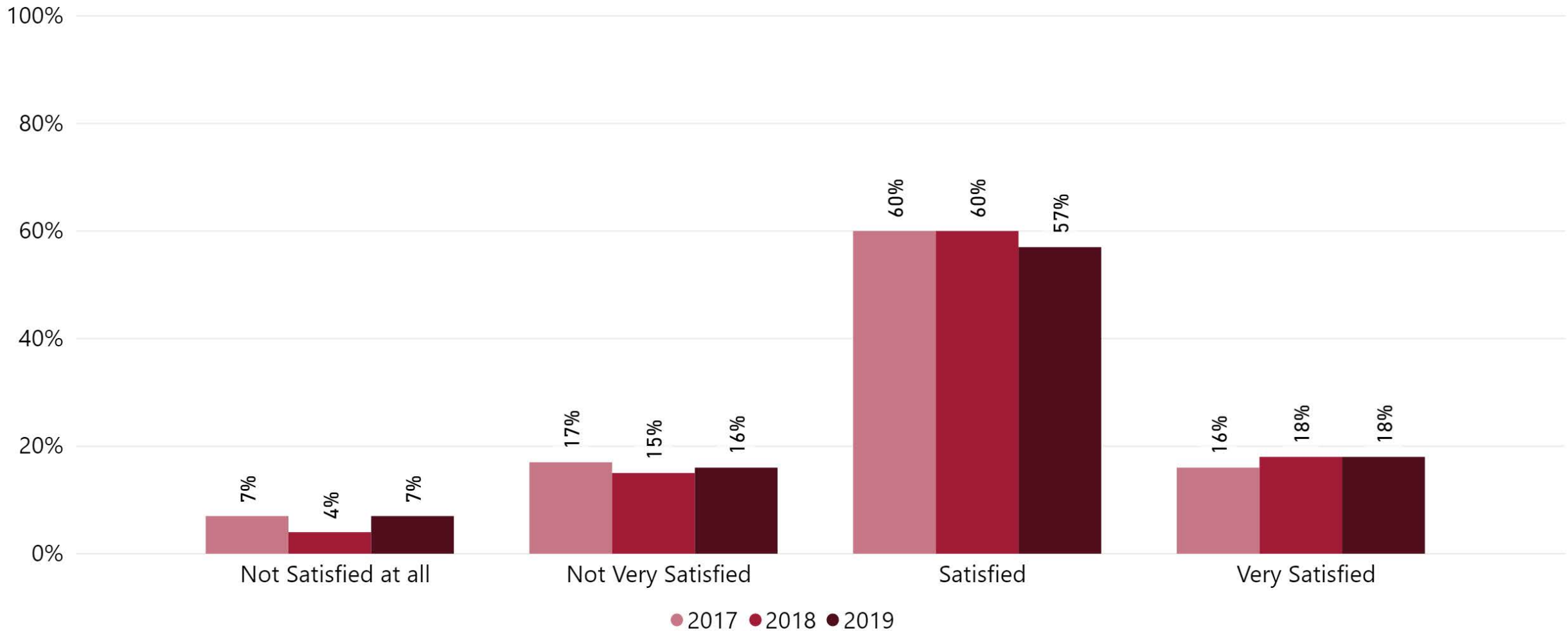




## TR#2: USE RESOURCES WISELY

### PM#2.6: Managing Capital Assets

Chart 2.6G.1: Satisfaction with Smoothness on State Roads

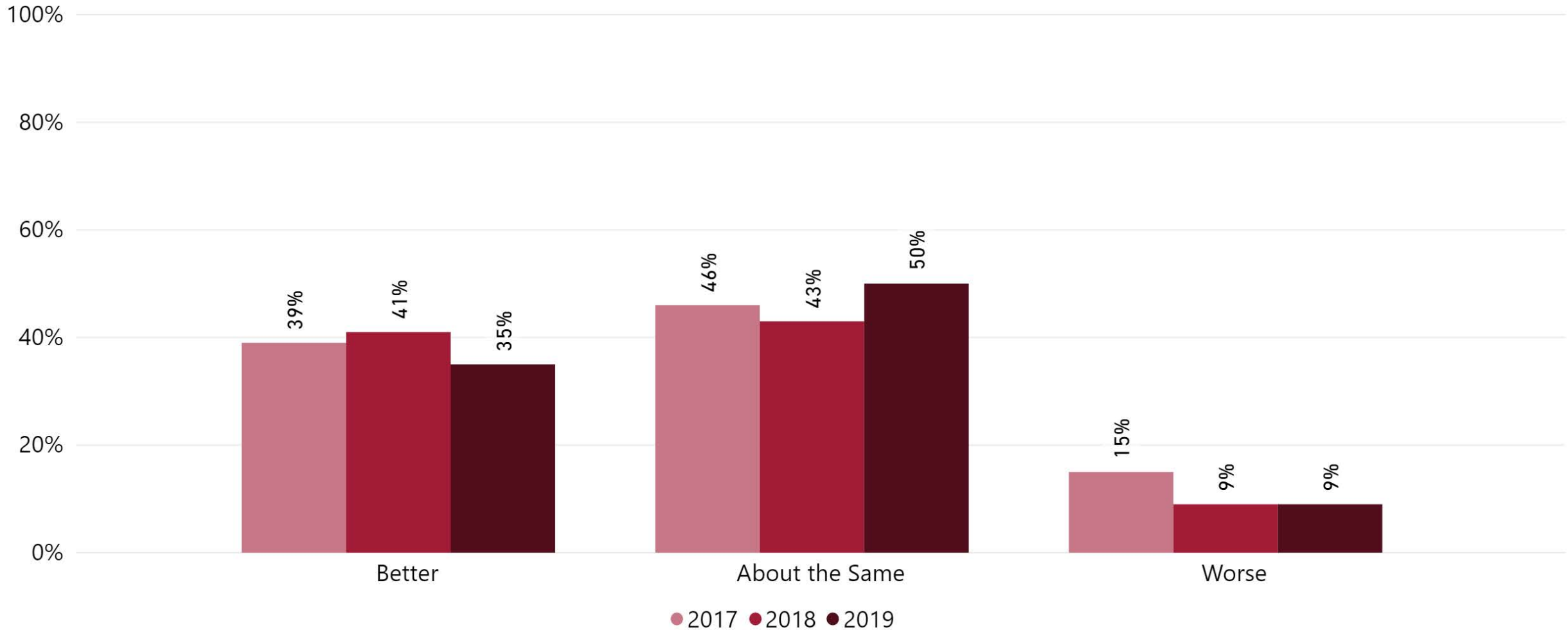




## TR#2: USE RESOURCES WISELY

### PM#2.6: Managing Capital Assets

Chart 2.6G.2: Maryland's Roads Compared to Other States



## TR#2: USE RESOURCES WISELY

### PM#2.9: Number of Legislative Audit Findings and Repeat Audit Findings

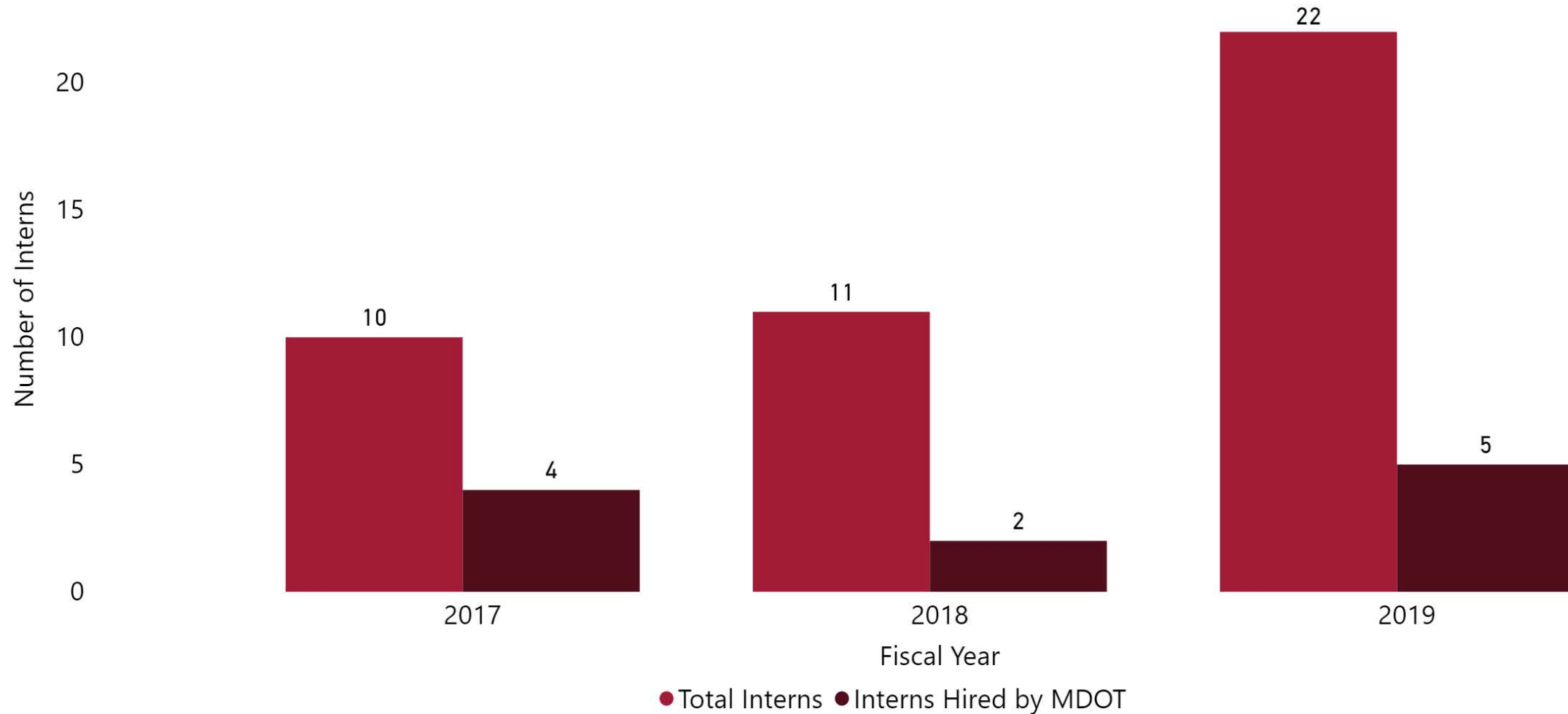
Chart 2.9.1: Number of OLA Findings & Repeat Findings by TBU

Year	2013		2014		2015		2016		2017		2018		2019		Total	
Findings	OLA	RF	OLA	RF	OLA	RF	OLA	RF	OLA	RF	OLA	RF	OLA	RF	OLA	RF
MDOT TSO	4	0					3	0					2	0	9	0
MDOT SHA	10	1					2	0					8	2	20	3
MDTA			2	1					0	0					2	1
MDOT MTA					9	1							11	4	20	5
MDOT MVA			9	2							12	1			21	3
MDOT MAA	8	0							4	1					12	1
MDOT MPA					2	0					1	0			3	0
<b>Total</b>	<b>22</b>	<b>1</b>	<b>11</b>	<b>3</b>	<b>11</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>13</b>	<b>1</b>	<b>21</b>	<b>6</b>	<b>87</b>	<b>13</b>

## TR#2: USE RESOURCES WISELY

### PM#2.10: Emerging Workforce: Morgan State University Graduate Internship Program

Chart 2.10.1: Number of Interns Hired by MDOT





PRESENTING:

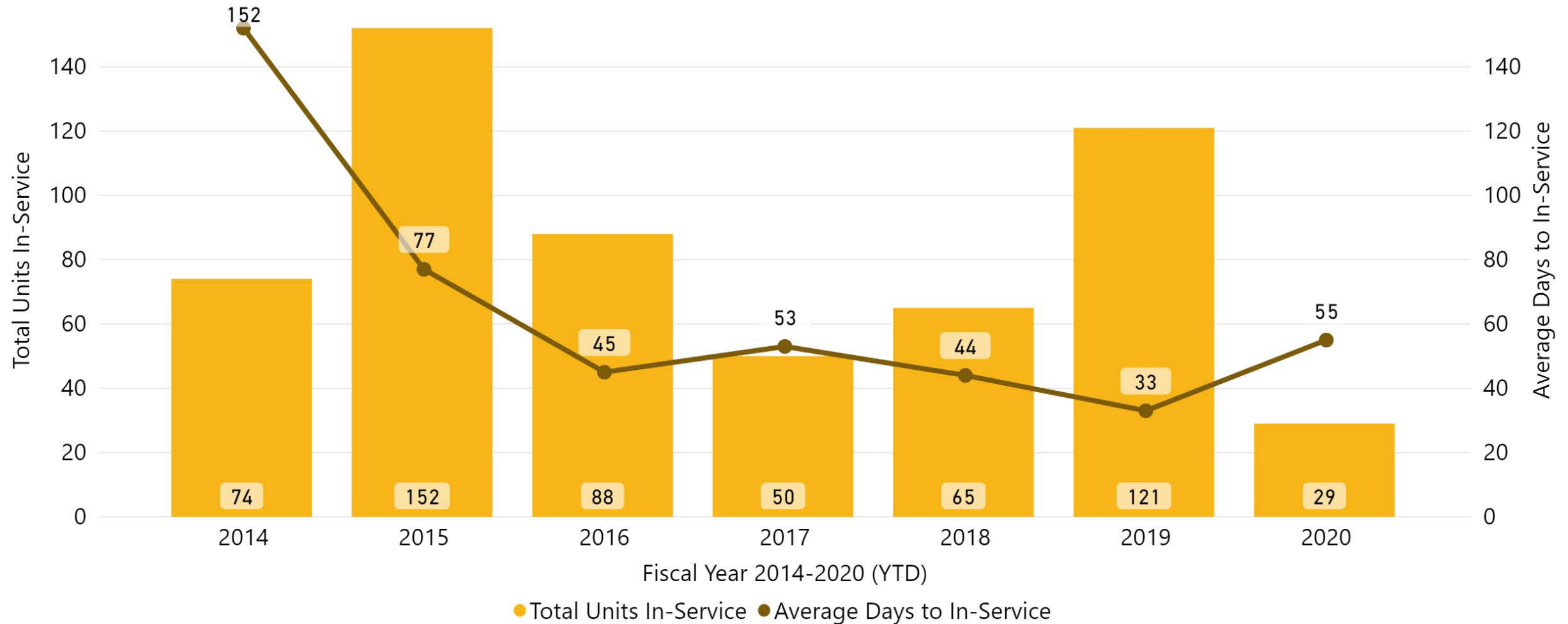
TANGIBLE RESULT #2

**TBU SPECIFIC MEASURES**

## TR#2: USE RESOURCES WISELY

### PM# MDTA 2.2: Average Days to In-Service

Chart MDTA 2.2.1: Average Days to In-Service





PRESENTING:

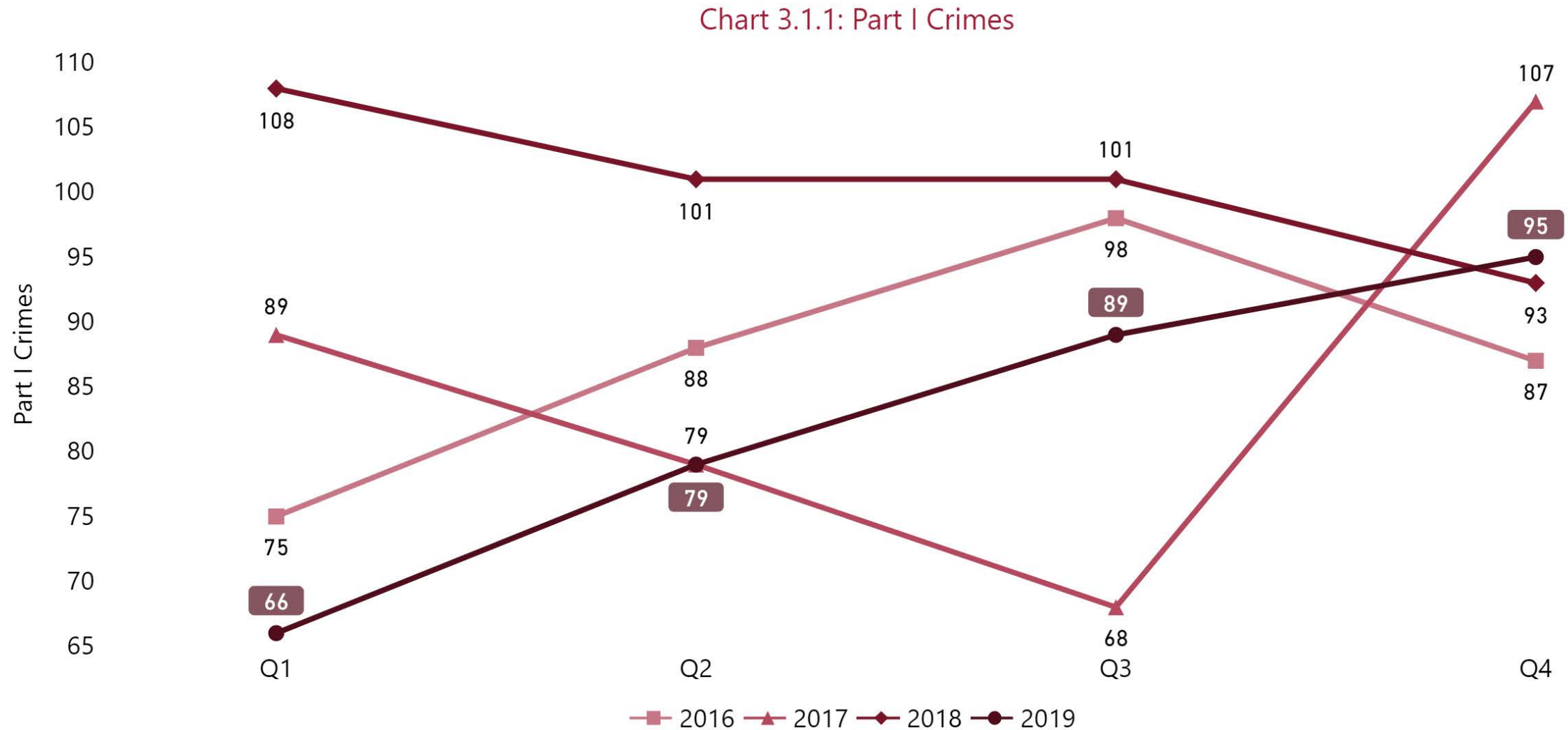
# **PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE**

TANGIBLE RESULT #3



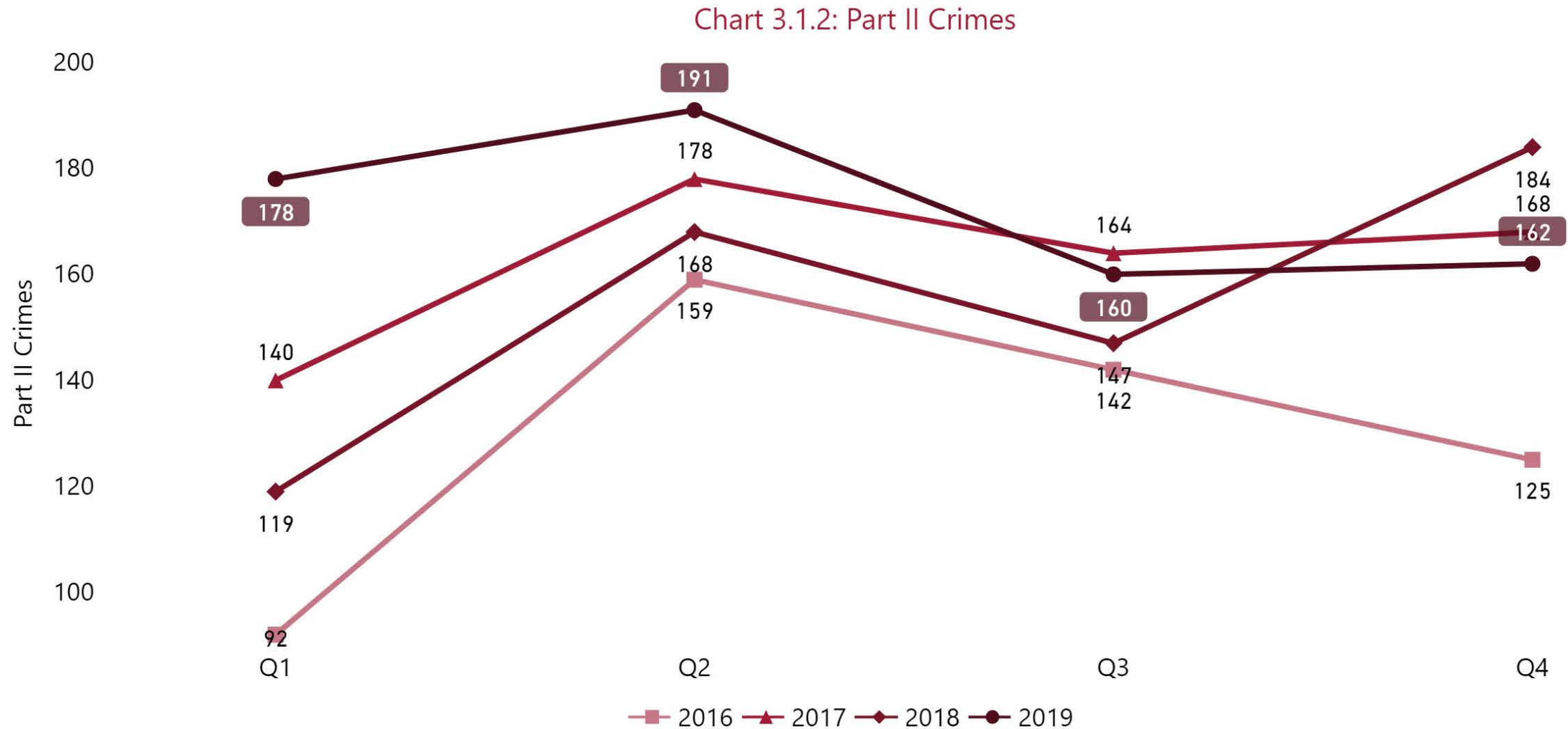
## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.1: Number of Crimes Against Persons and Property Committed at MDOT Facilities



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.1: Number of Crimes Against Persons and Property Committed at MDOT Facilities

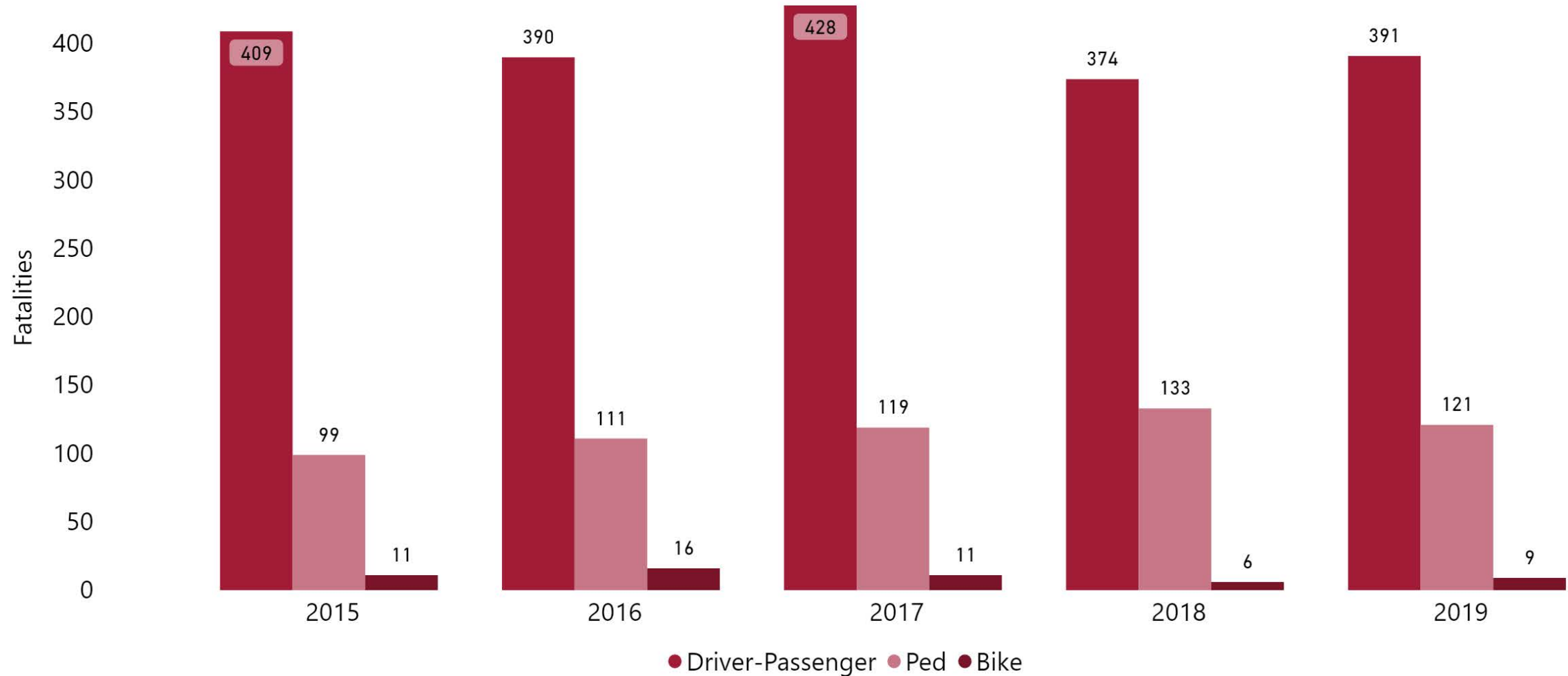




## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.2: Number of Traffic Related Fatalities on All Roads

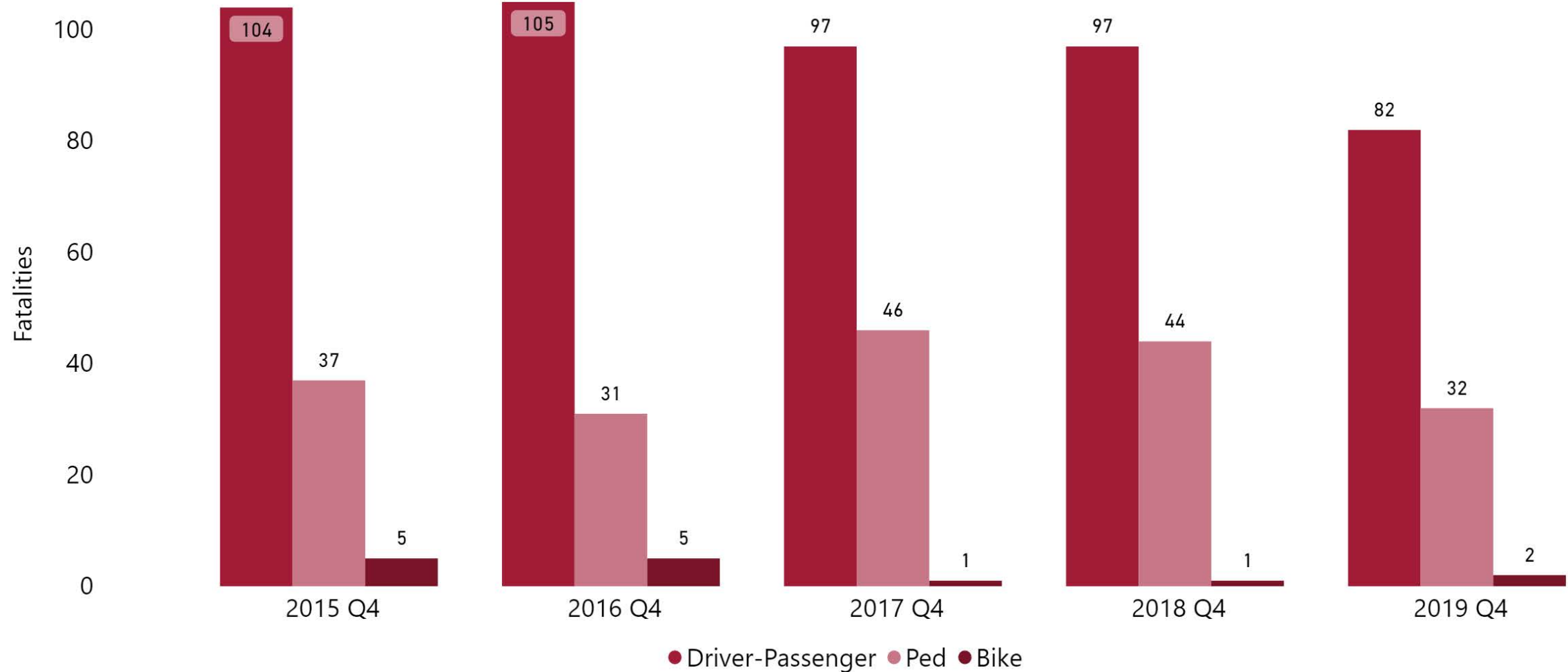
Chart 3.2.1: Annual Comparison of All Fatalities (YTD)



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.2: Number of Traffic Related Fatalities on All Roads

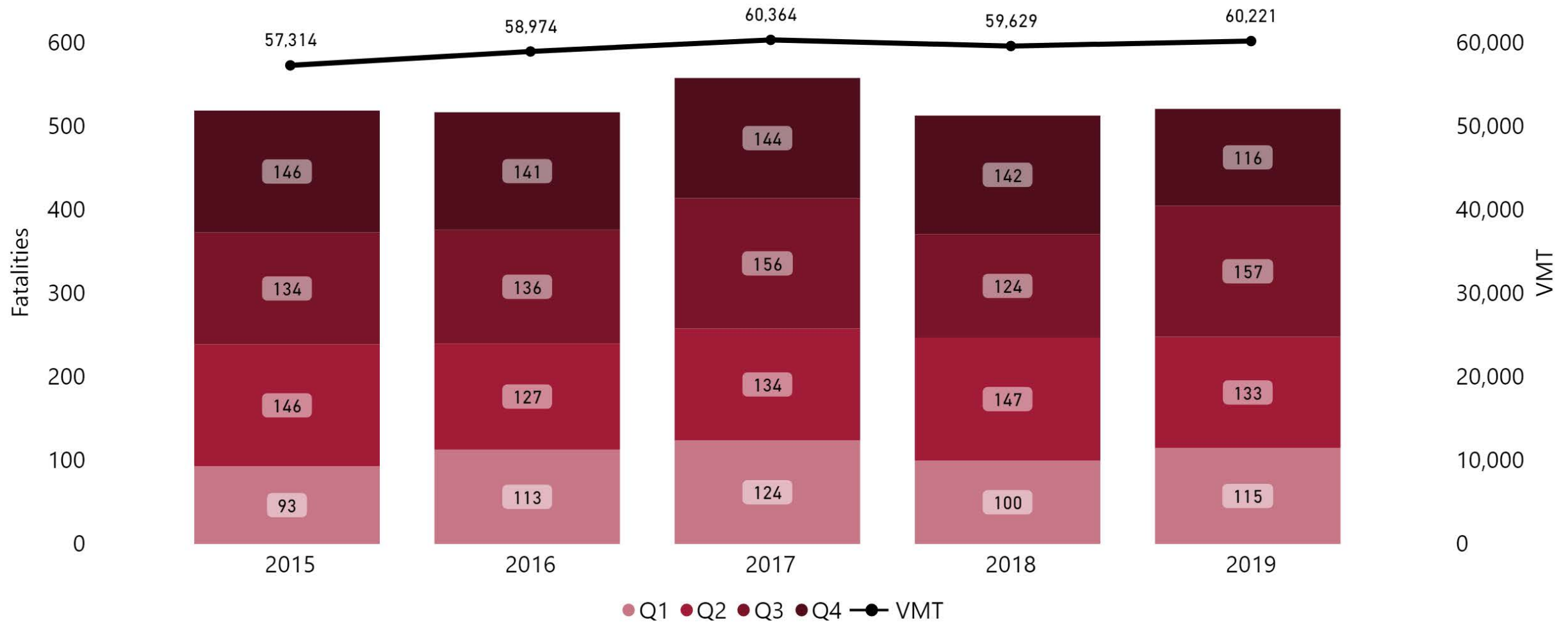
Chart 3.2.2: Comparison of Fatalities for Q4



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.2: Number of Traffic Related Fatalities on All Roads

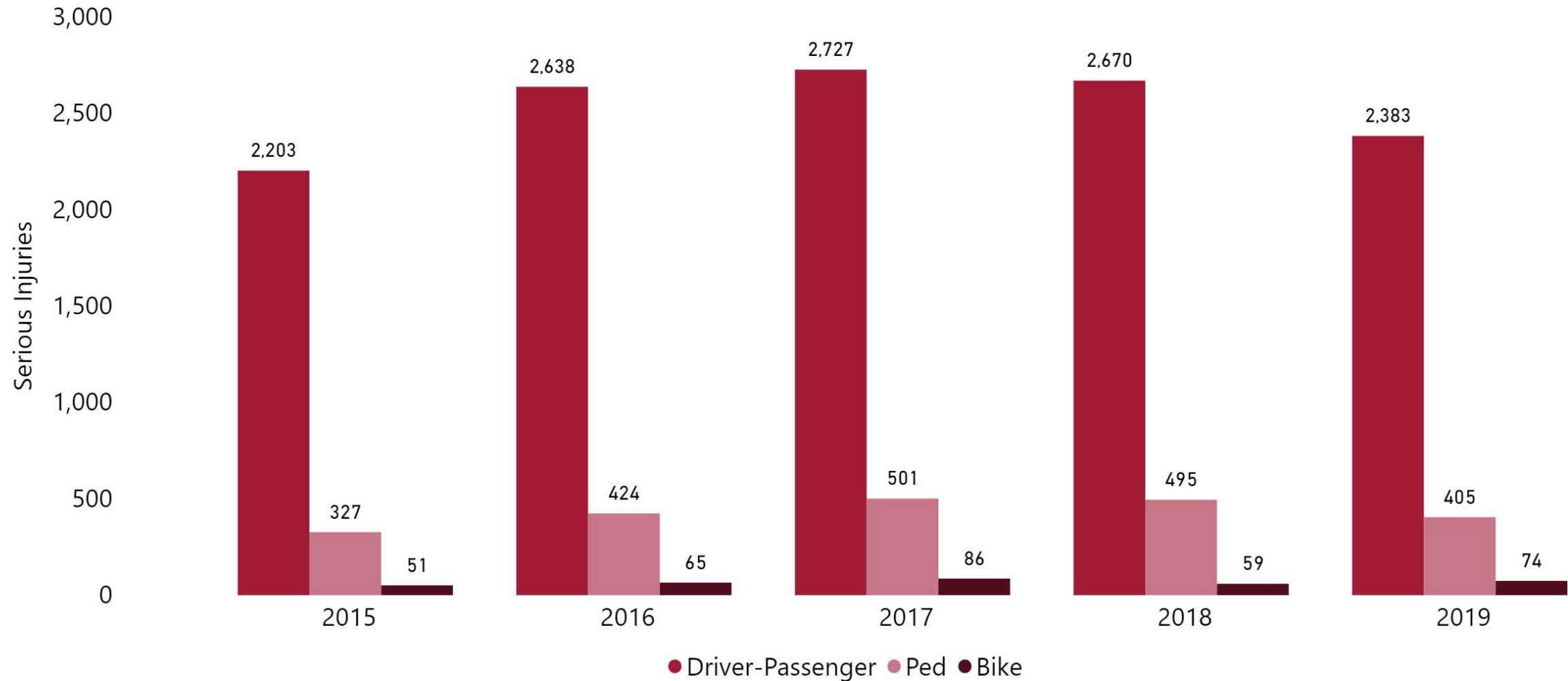
Chart 3.2.3: Annual Comparison of All Fatalities



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.4: Number of Traffic Related Serious Injuries on All Roads

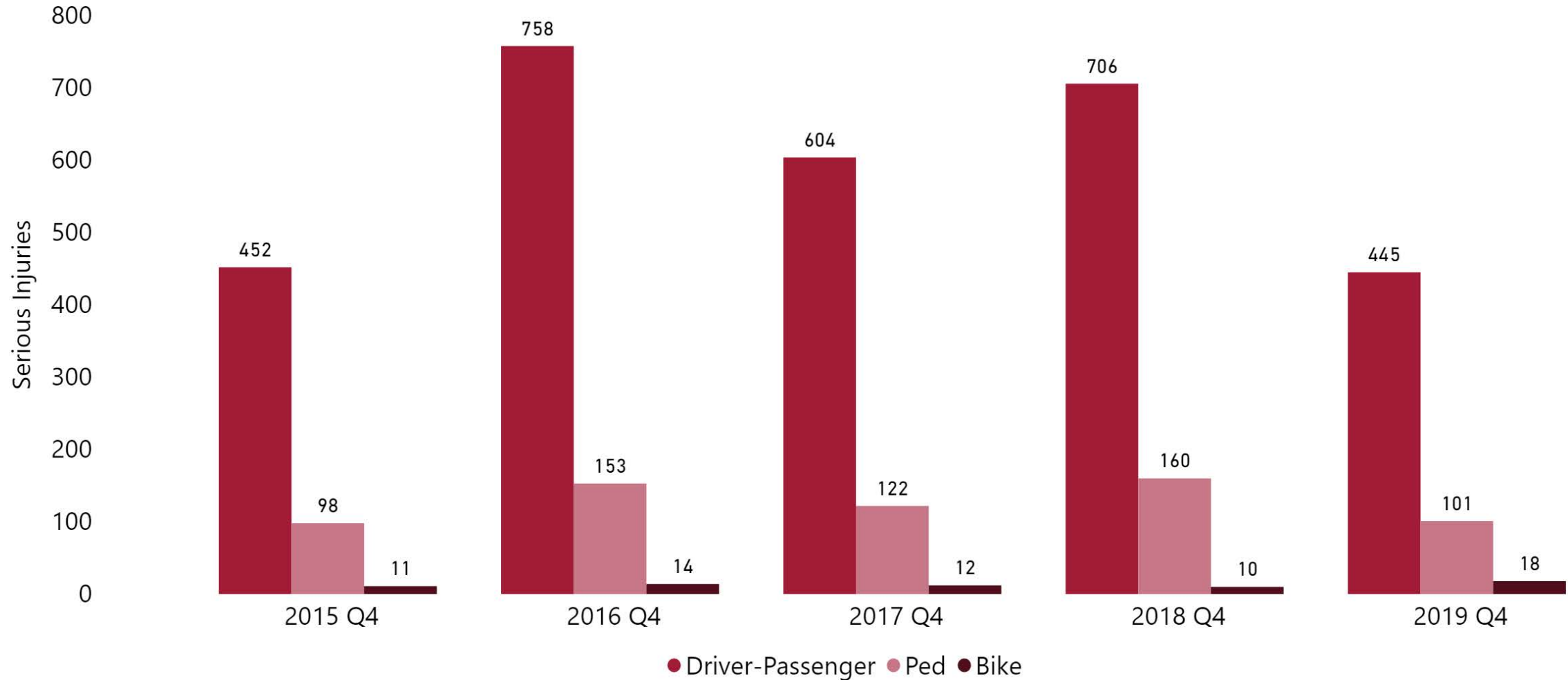
Chart 3.4.1: Annual Comparison of All Serious Injuries (YTD)



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.4: Number of Traffic Related Serious Injuries on All Roads

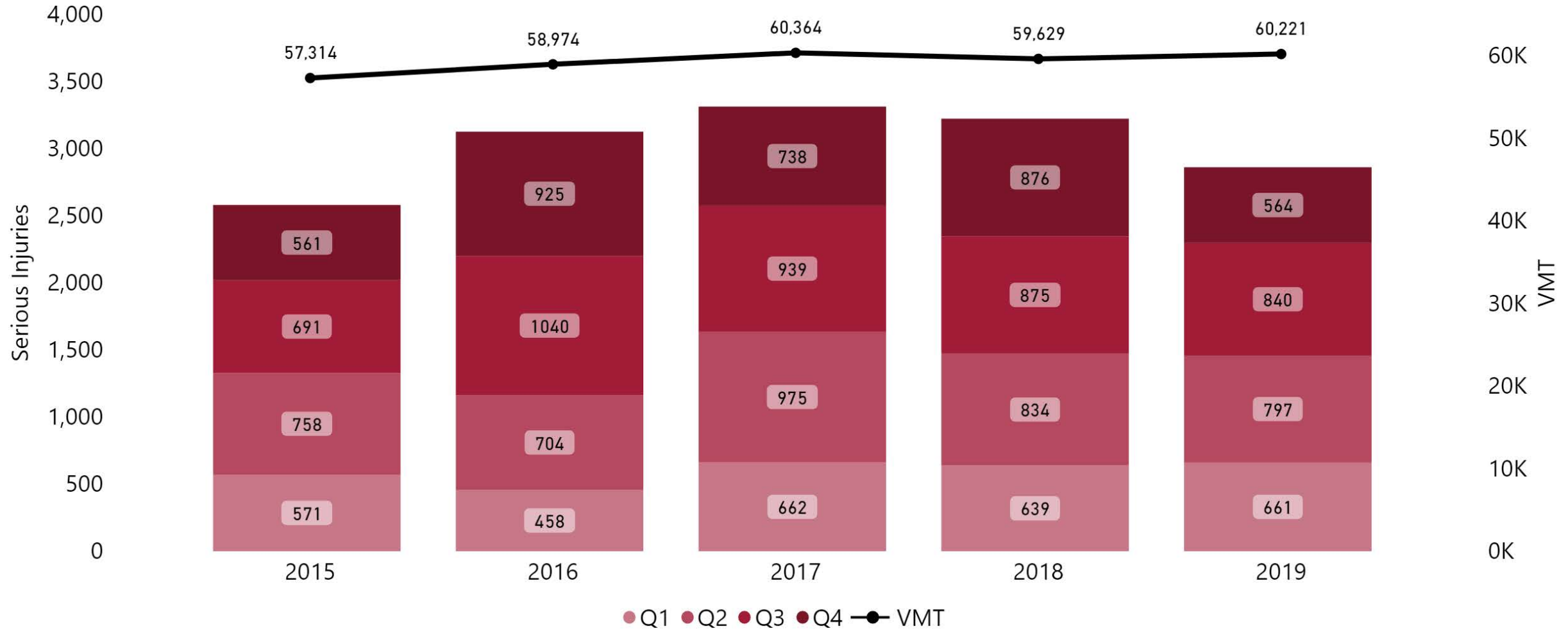
Chart 3.4.2: Comparison of Serious Injuries for Q4



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.4: Number of Traffic Related Serious Injuries on All Roads

Chart 3.4.3: Annual Comparison of All Serious Injuries





# TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

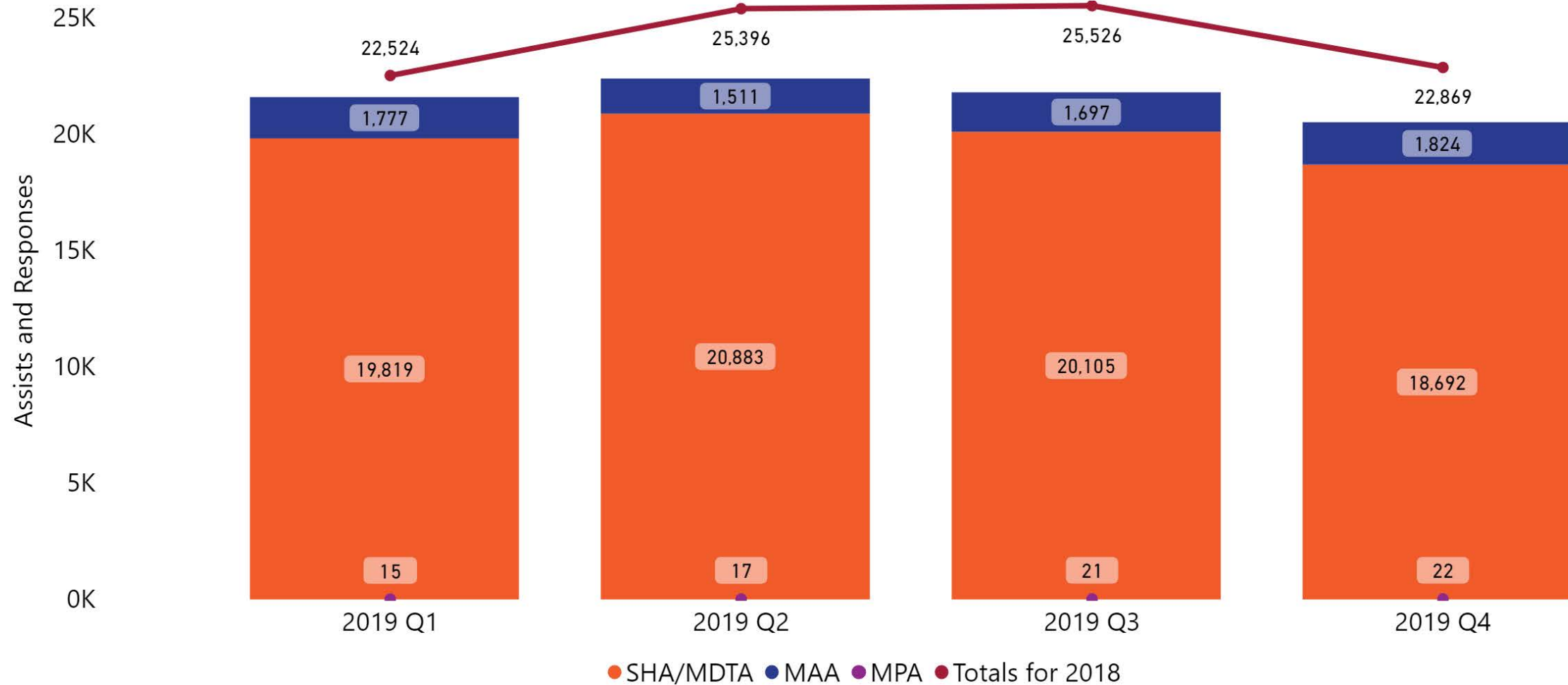
## Maryland Strategic Highway Safety Plan Strategies - Highlights Q4 2019



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.7: Travelers Assisted by MDOT

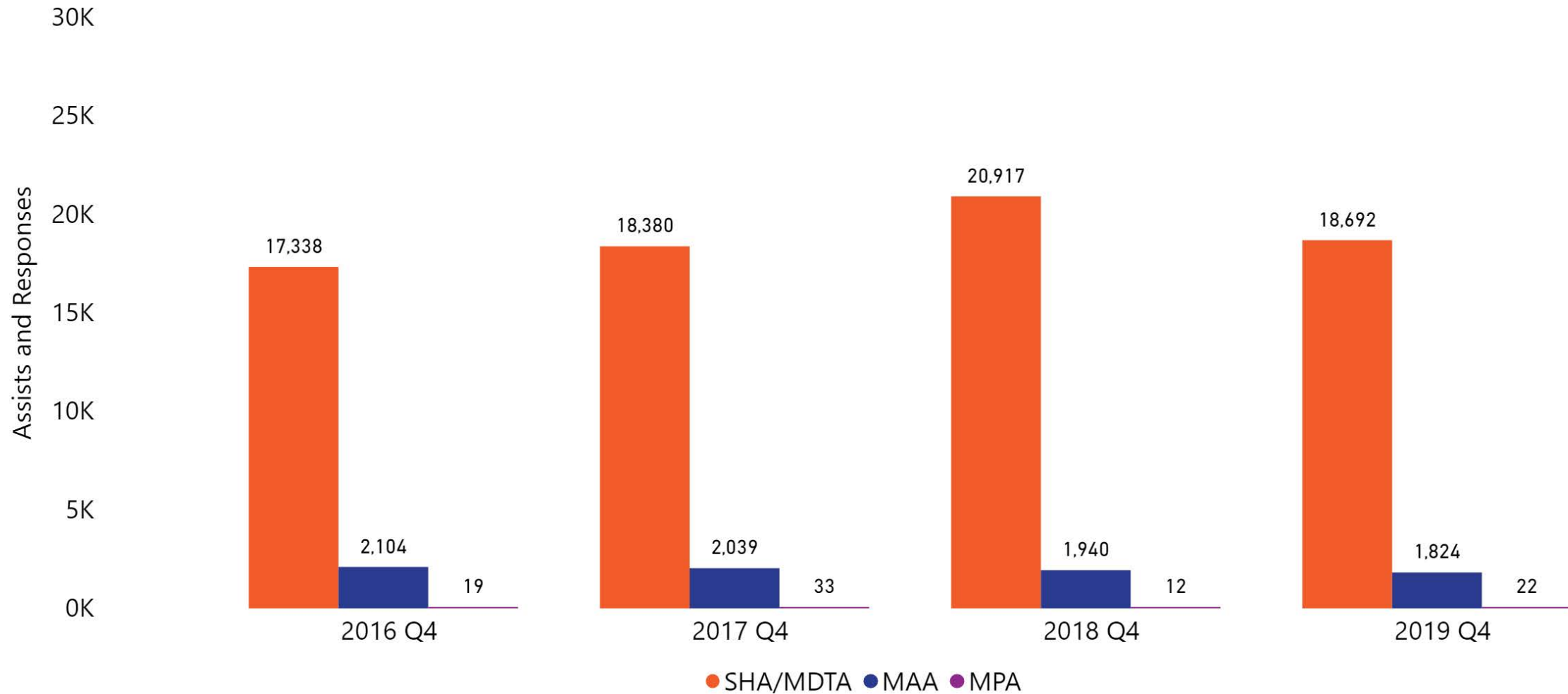
Chart 3.7.1: Number of Assists and Responses



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.7: Travelers Assisted by MDOT

Chart 3.7.2: Number of Assists and Responses

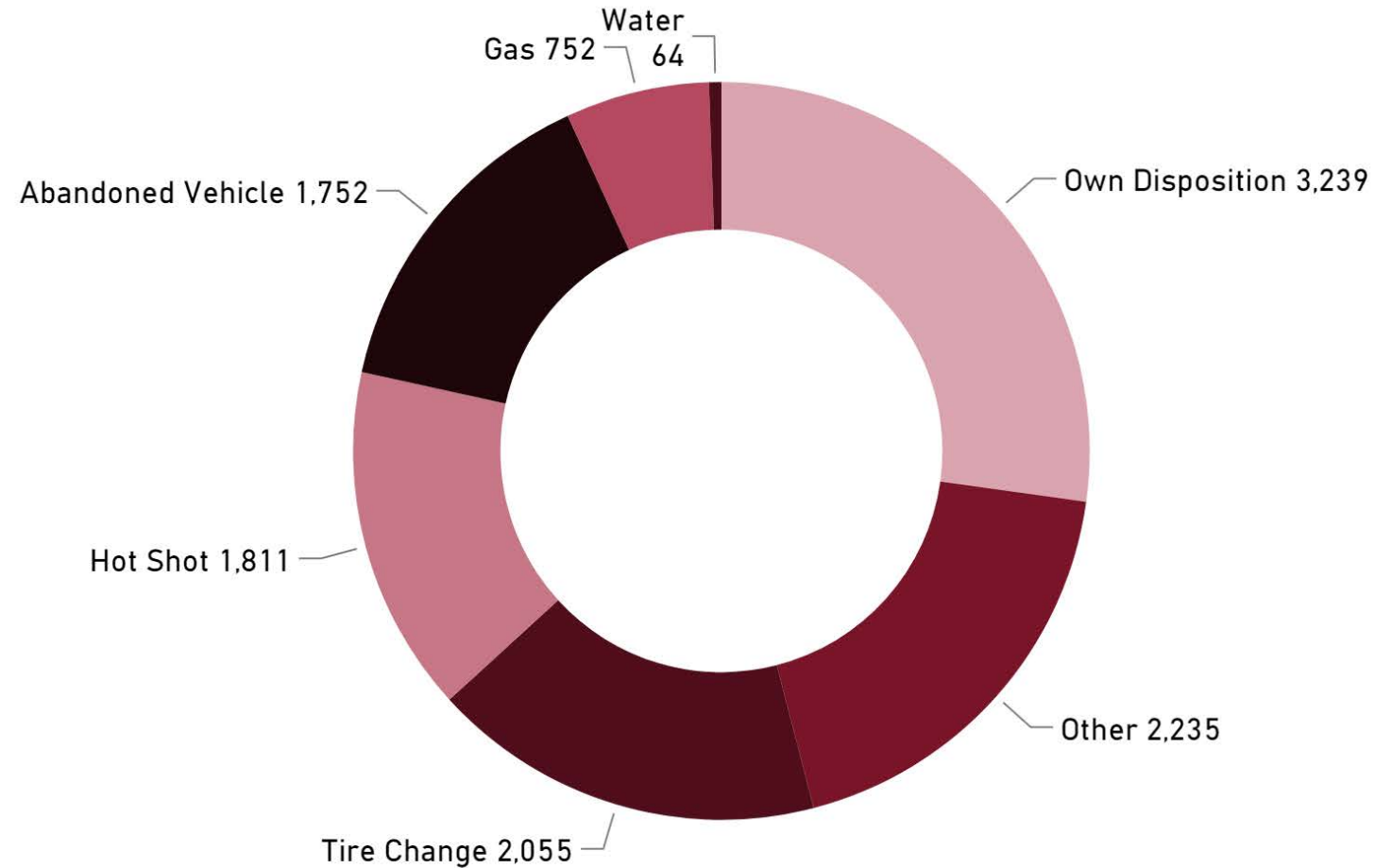




## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.7: Travelers Assisted by MDOT

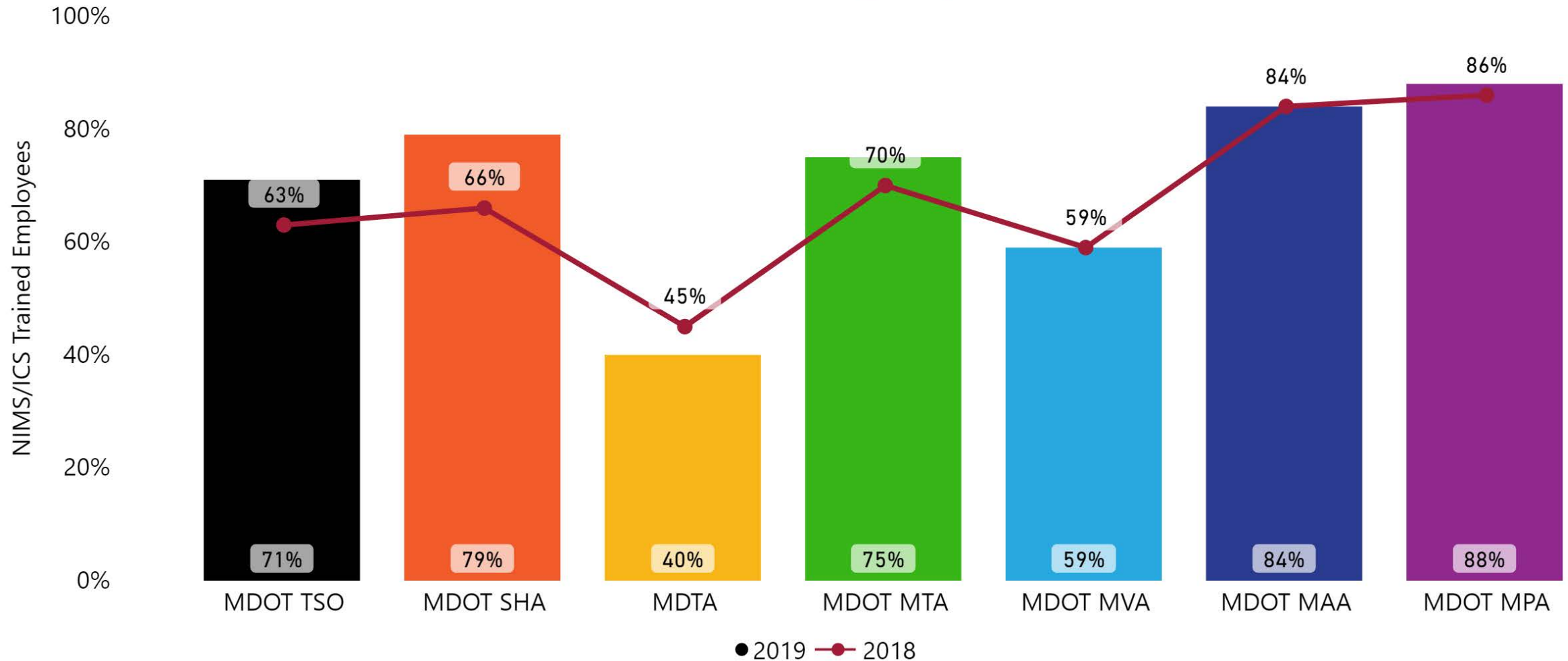
Chart 3.7.3: Roadway Assists by Type for Q4 2019



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.8: Number of Employees Trained Under National Incident Management System (NIMS)

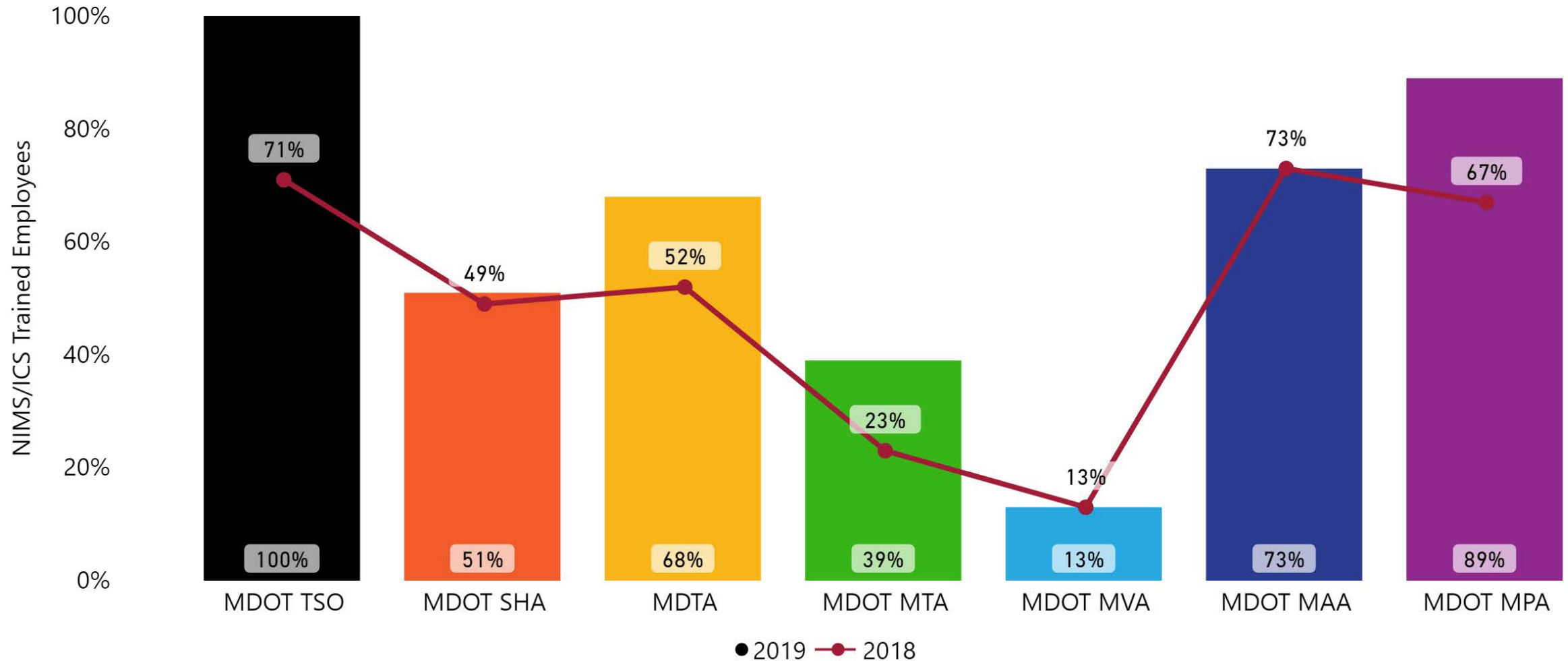
Chart 3.8.1- Level 1 NIMS Training Completed 2018 vs. 2019



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.8: Number of Employees Trained Under National Incident Management System (NIMS)

Chart 3.8.2 - Level 2 NIMS Training Completed 2018 vs. 2019

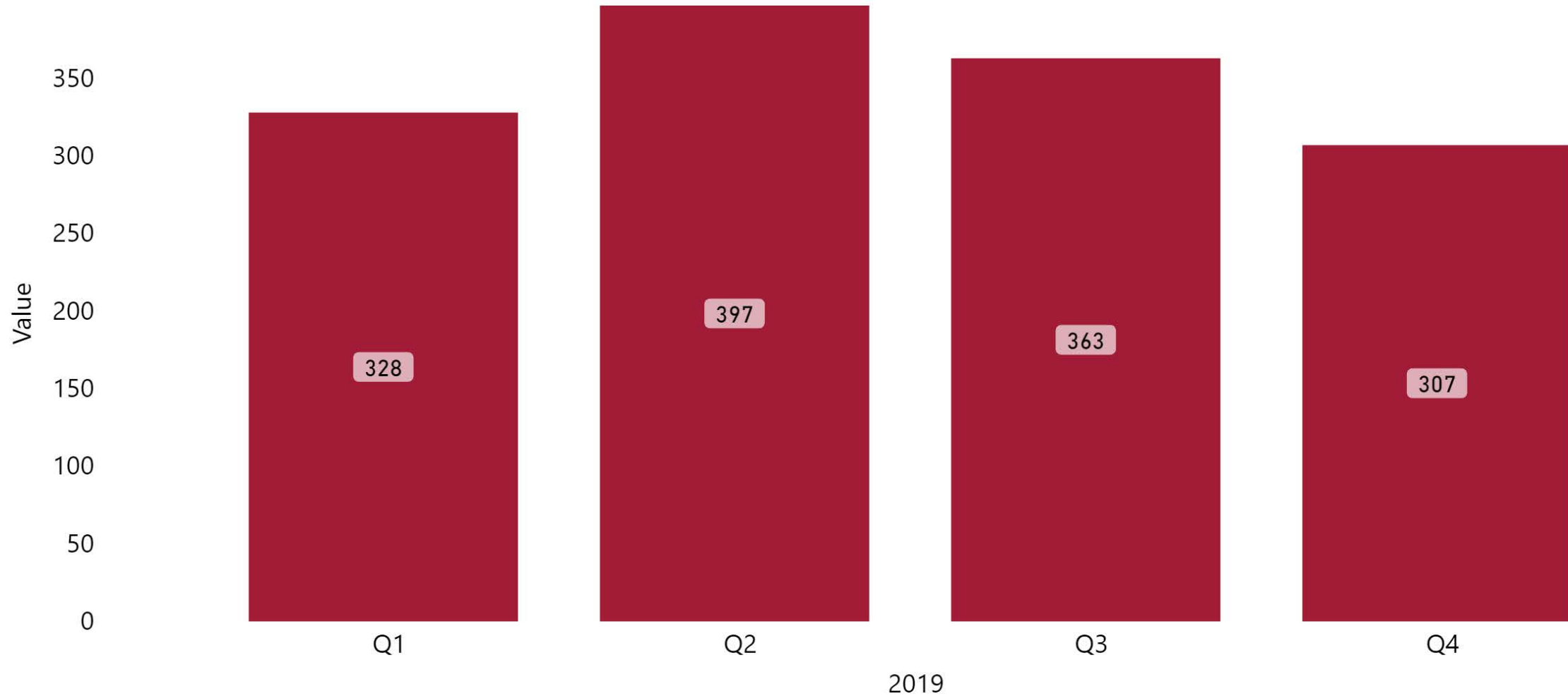




## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.9: Number of Employee Lost Work Days Due to Injuries

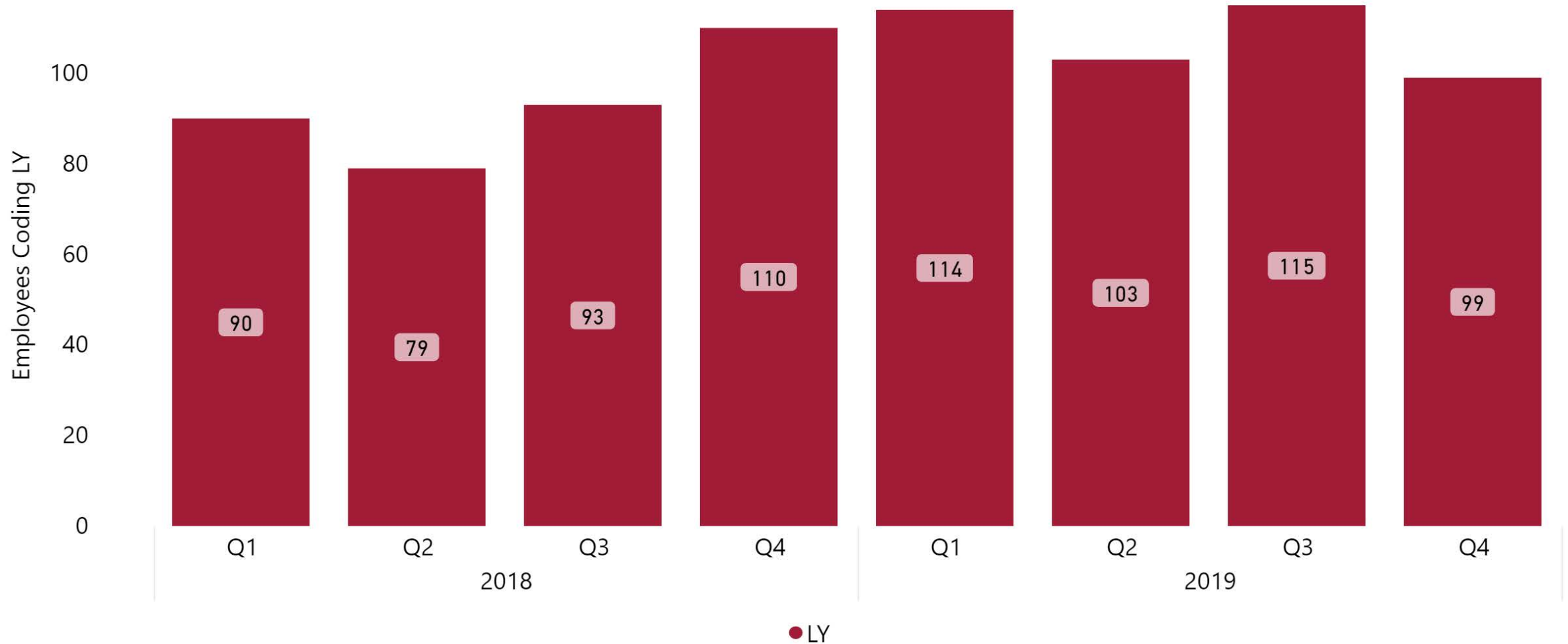
Chart 3.9A.1: First Report of Injuries (FROI) MDOT-Wide



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.9: Number of Employee Lost Work Days Due to Injuries

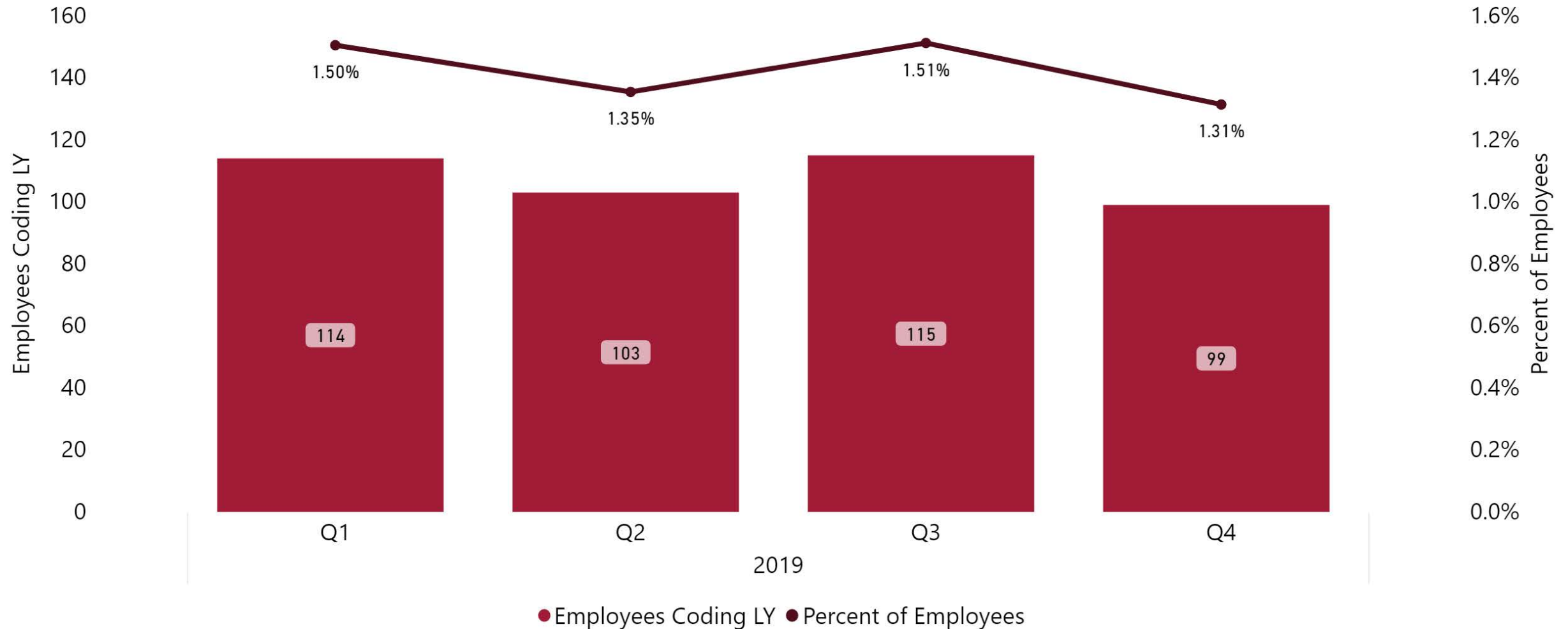
Chart 3.9B.1A: Number of Employees Coding Work Injury Leave (LY) by Quarter



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.9: Number of Employee Lost Work Days Due to Injuries

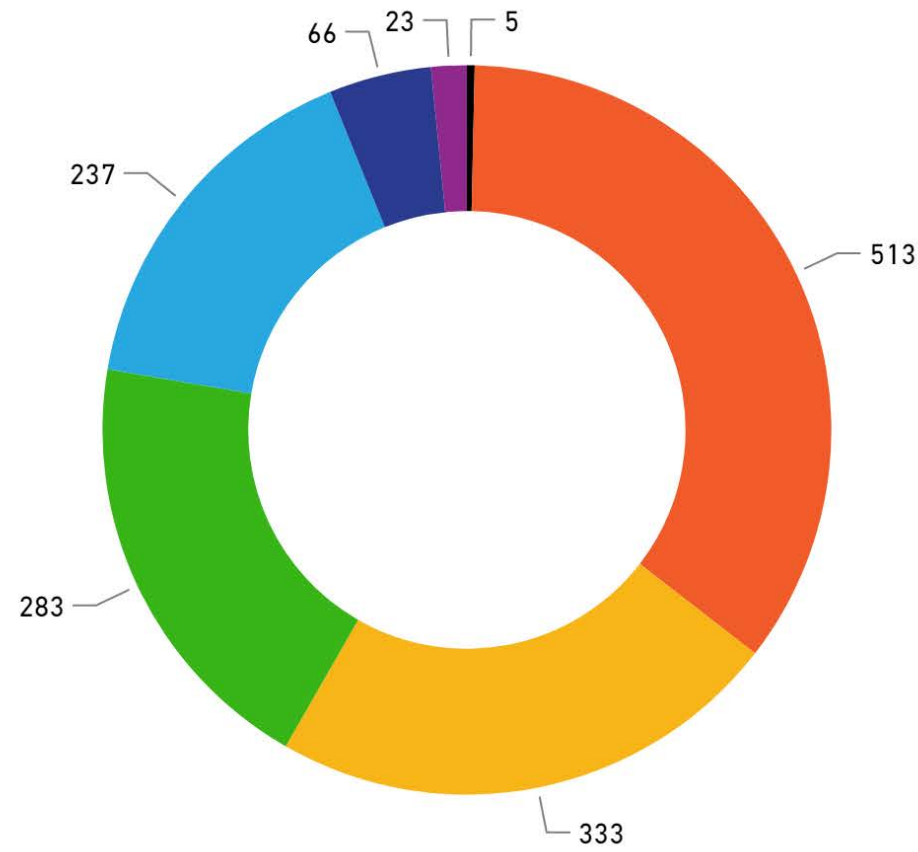
Chart 3.9B.1C: Number & Percentage of Employees Coding Work Injury Leave (LY) by Calendar Year



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.9: Number of Employee Lost Work Days Due to Injuries

Chart 3.9B.2A: Number of Work Injury Days Used for Q4 2019

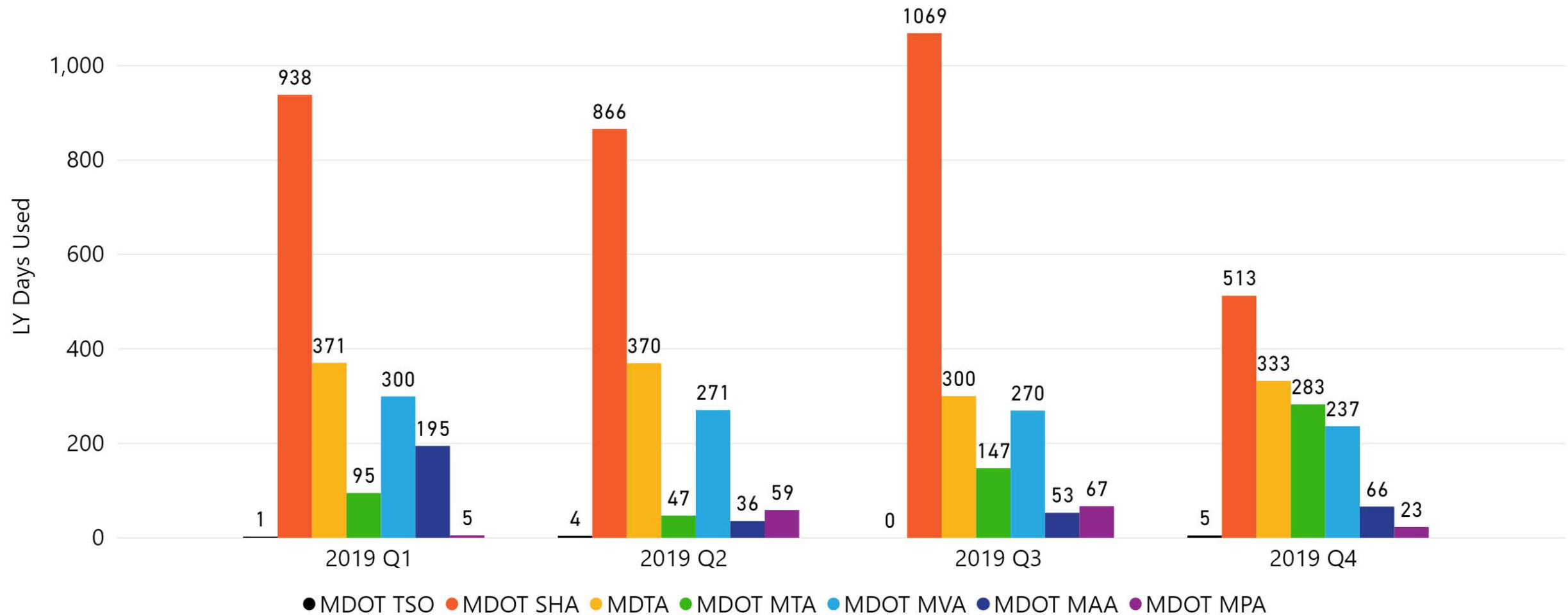


● MDOT TSO ● MDOT SHA ● MDTA ● MDOT MTA ● MDOT MVA ● MDOT MAA ● MDOT MPA

## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.9: Number of Employee Lost Work Days Due to Injuries

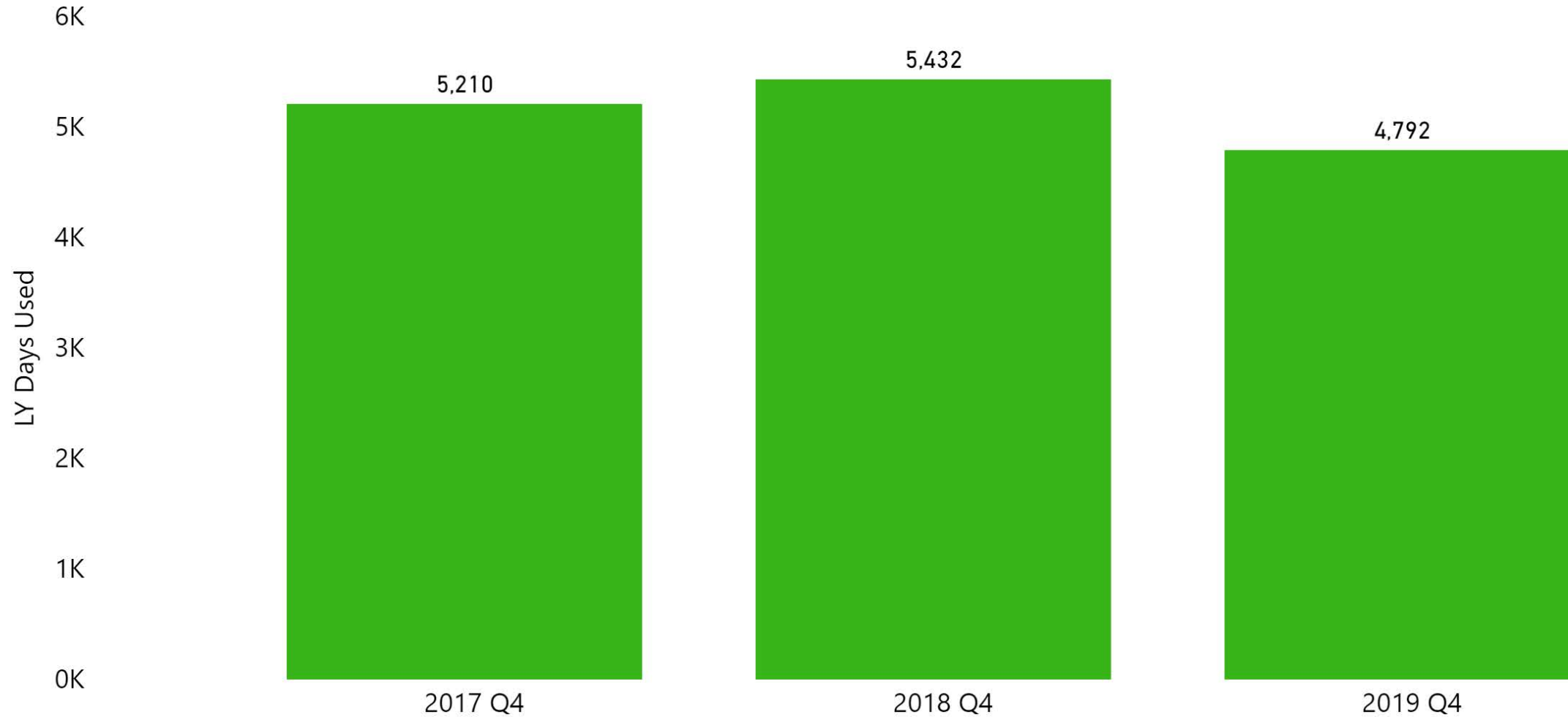
Chart 3.9B.2B: Number of Work Injury Leave (LY) Days Used



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.9: Number of Employee Lost Work Days Due to Injuries

Chart 3.9B.3: MTA Union Lost Work Days Due to Injuries for Q4

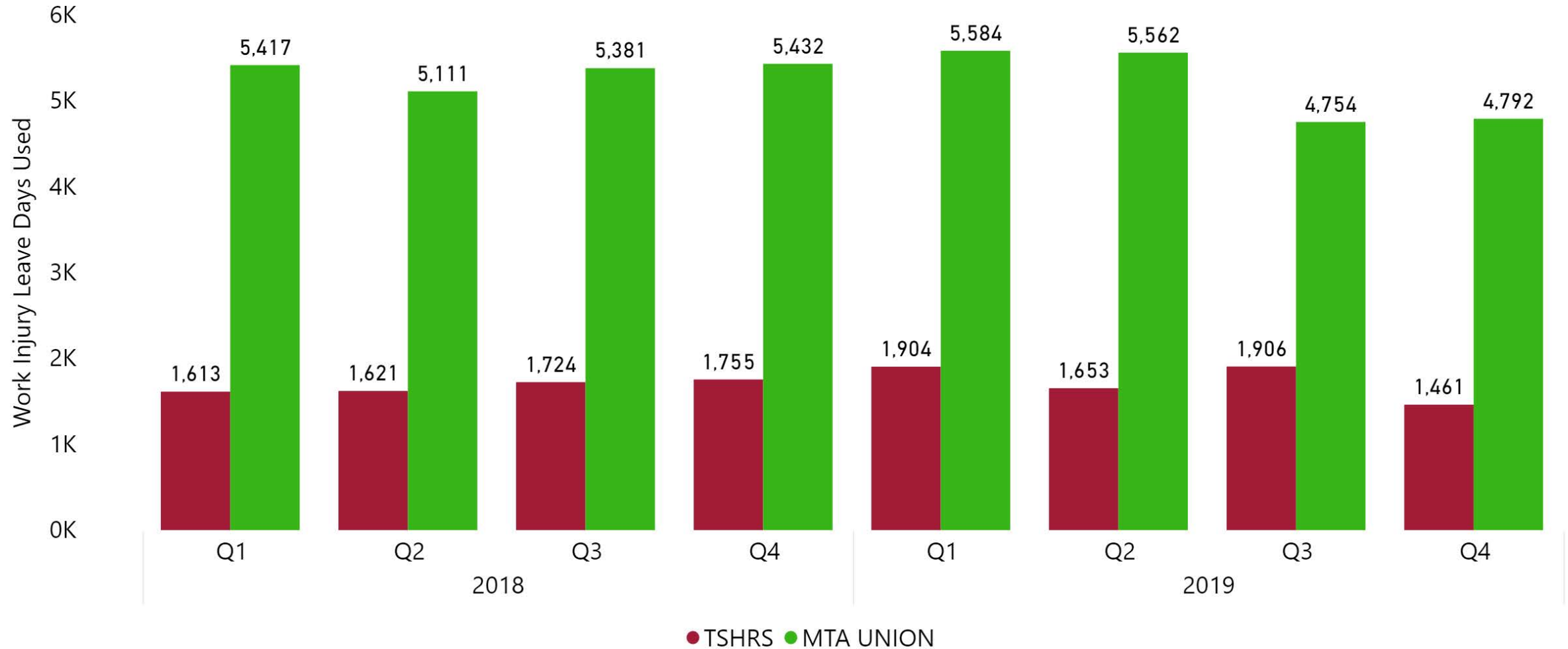




## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.9: Number of Employee Lost Work Days Due to Injuries

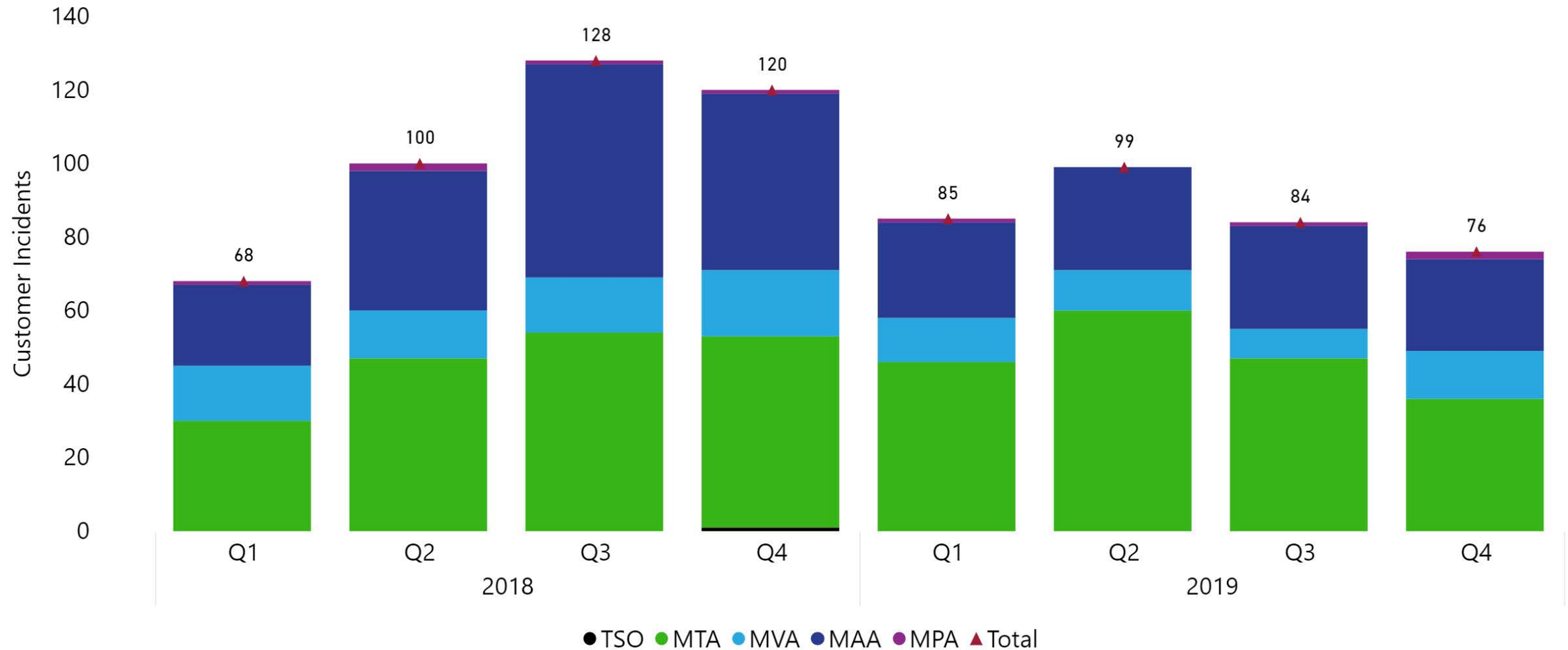
Chart 3.9B.4: Number of Work Injury Days Used, TSHRS and MTA Union



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.10: Number of Customer Incidents at MDOT Facilities

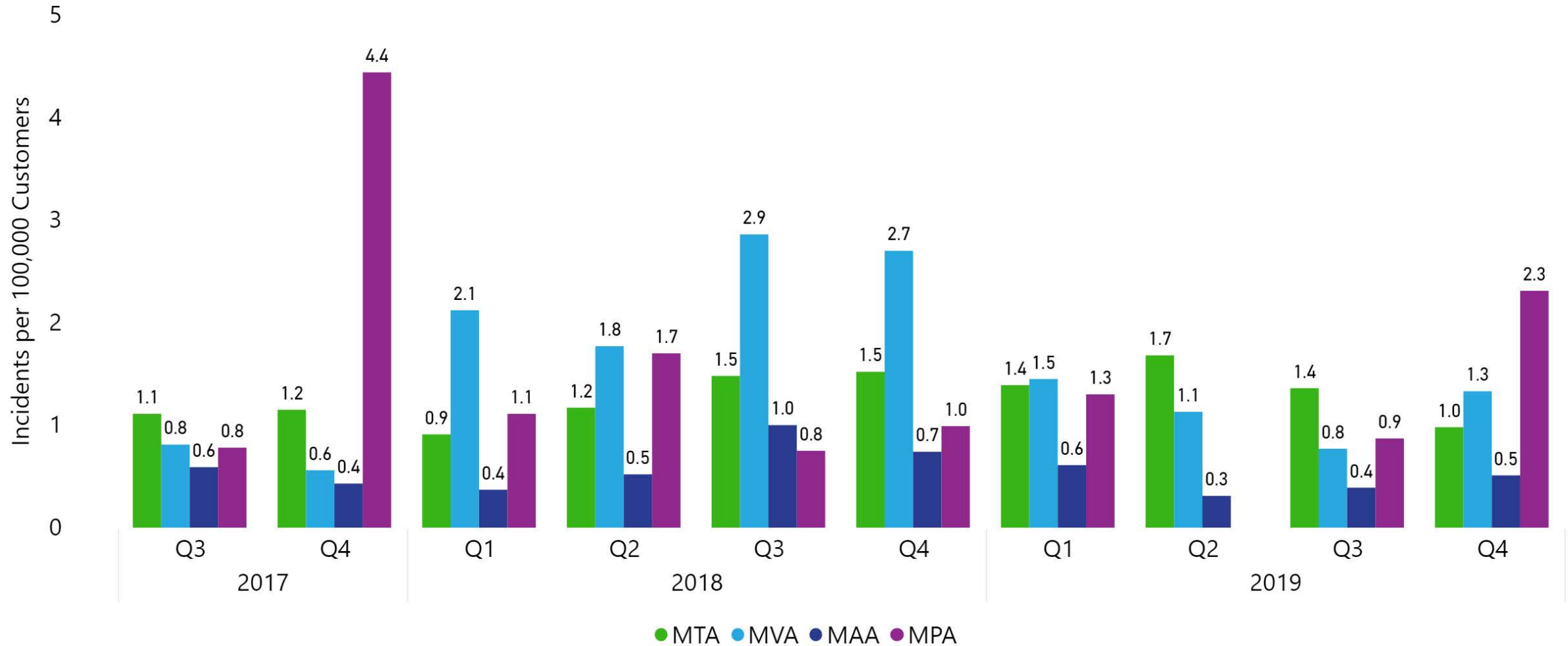
Chart 3.10.1: Number of Customer Incidents at MDOT Facilities



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### PM#3.10: Number of Customer Incidents at MDOT Facilities

Chart 3.10.2: Number of Incidents per 100,000 Customers





PRESENTING:

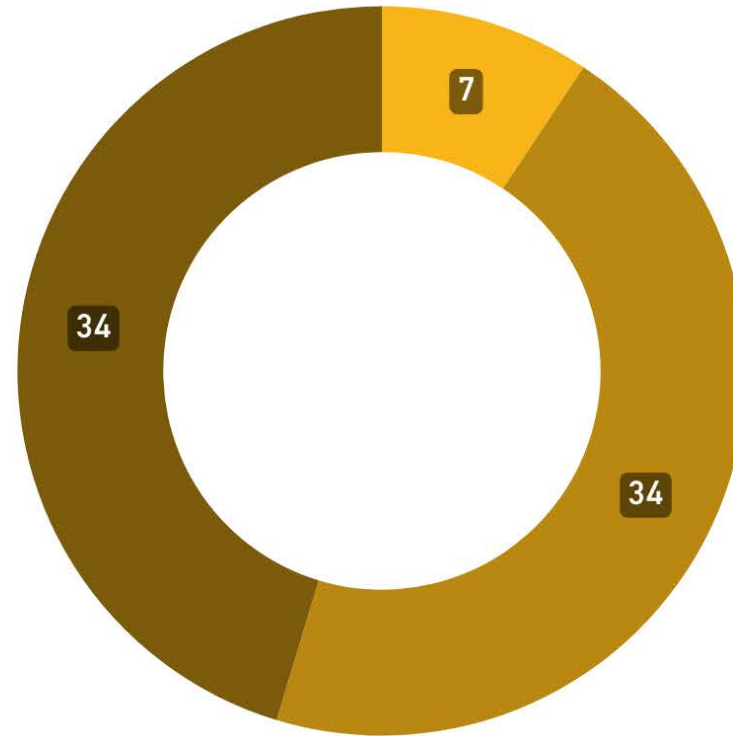
TANGIBLE RESULT #3

**TBU SPECIFIC MEASURES**

## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service

#### MDTA 3.1.1: Total Number of Hits for Each Guardrail Damage Category for Q4 2019

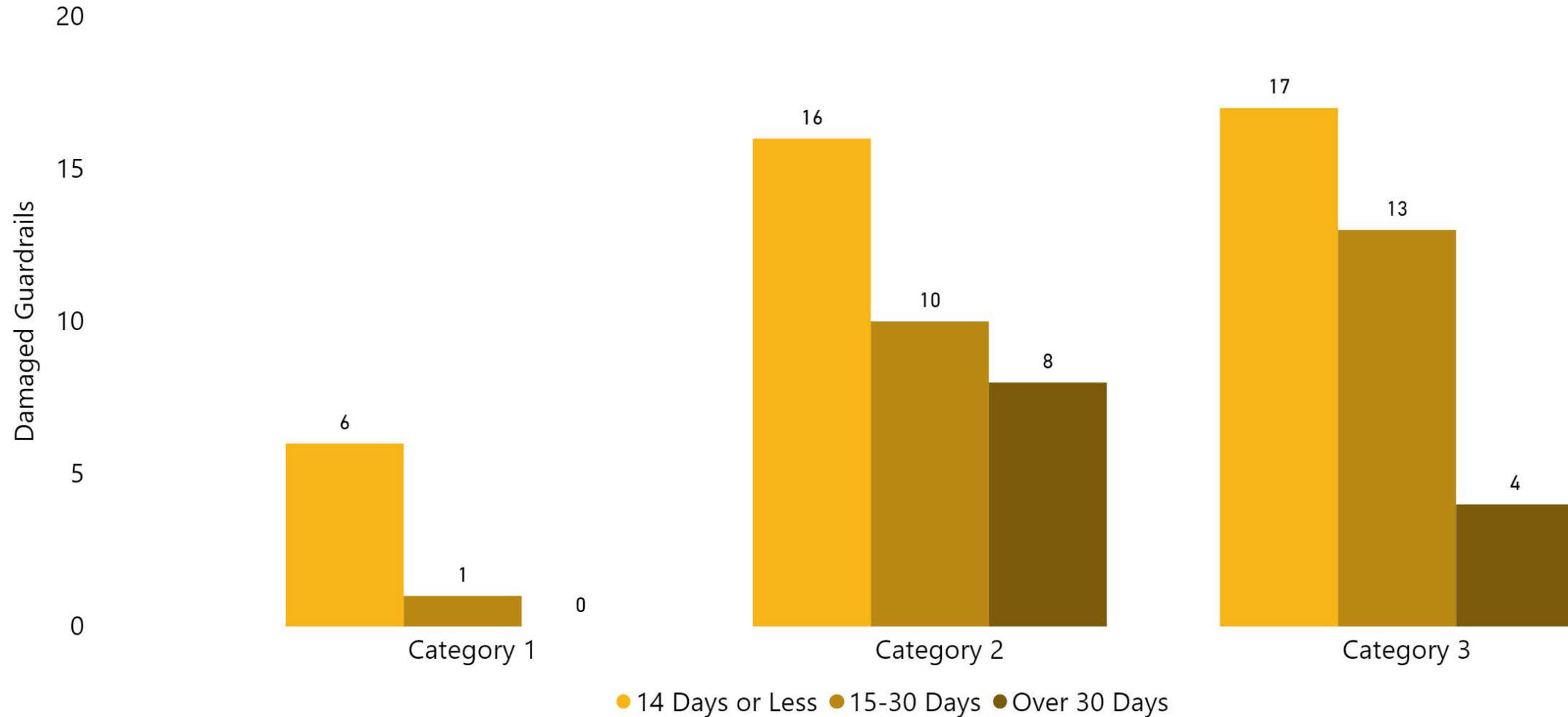


● Category 1 ● Category 2 ● Category 3

## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service

#### MDTA 3.1.2: Guardrail Damage Category - Days between Notification and Repair for Q4 2019

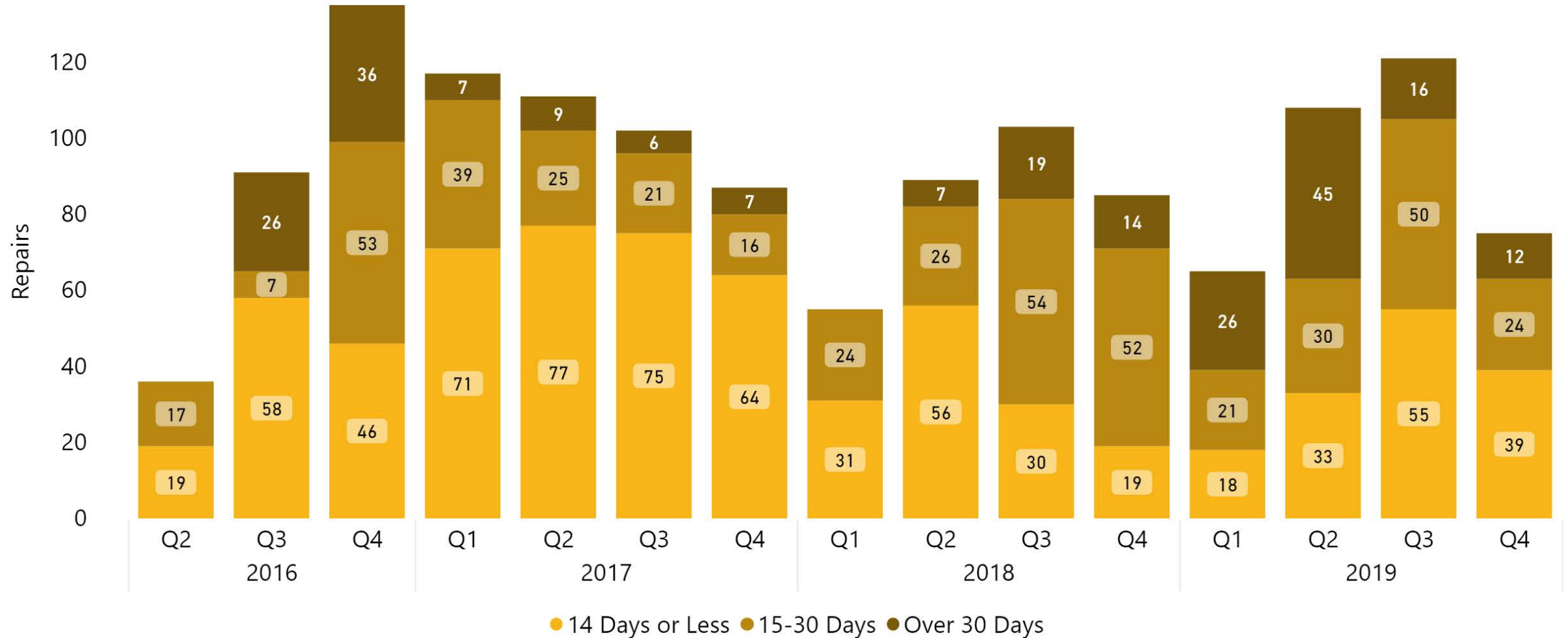




## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service

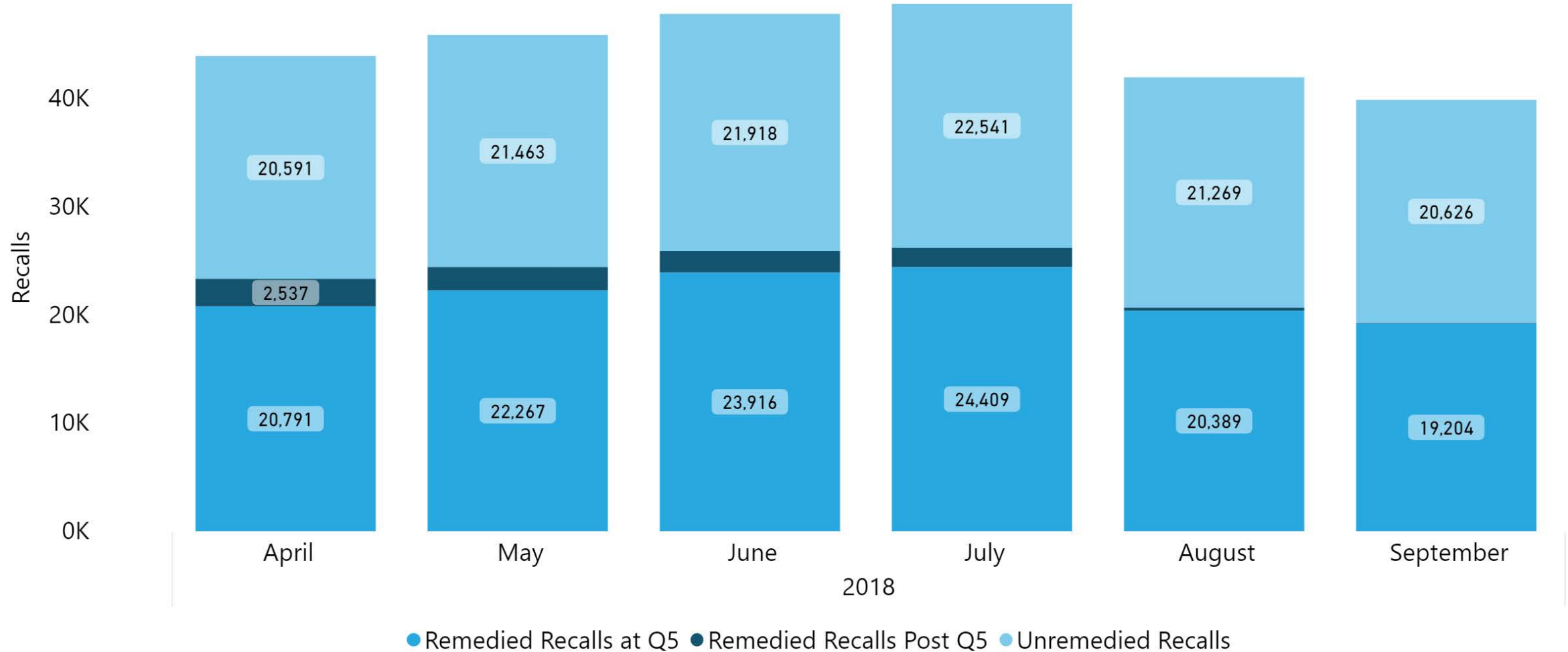
#### MDTA 3.1.3: Days between Notification and Repair



## TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

### MVA 3.1: Vehicle Safety Recall Compliance

#### MVA 3.1.1: Maryland Vehicle Safety Recall Status





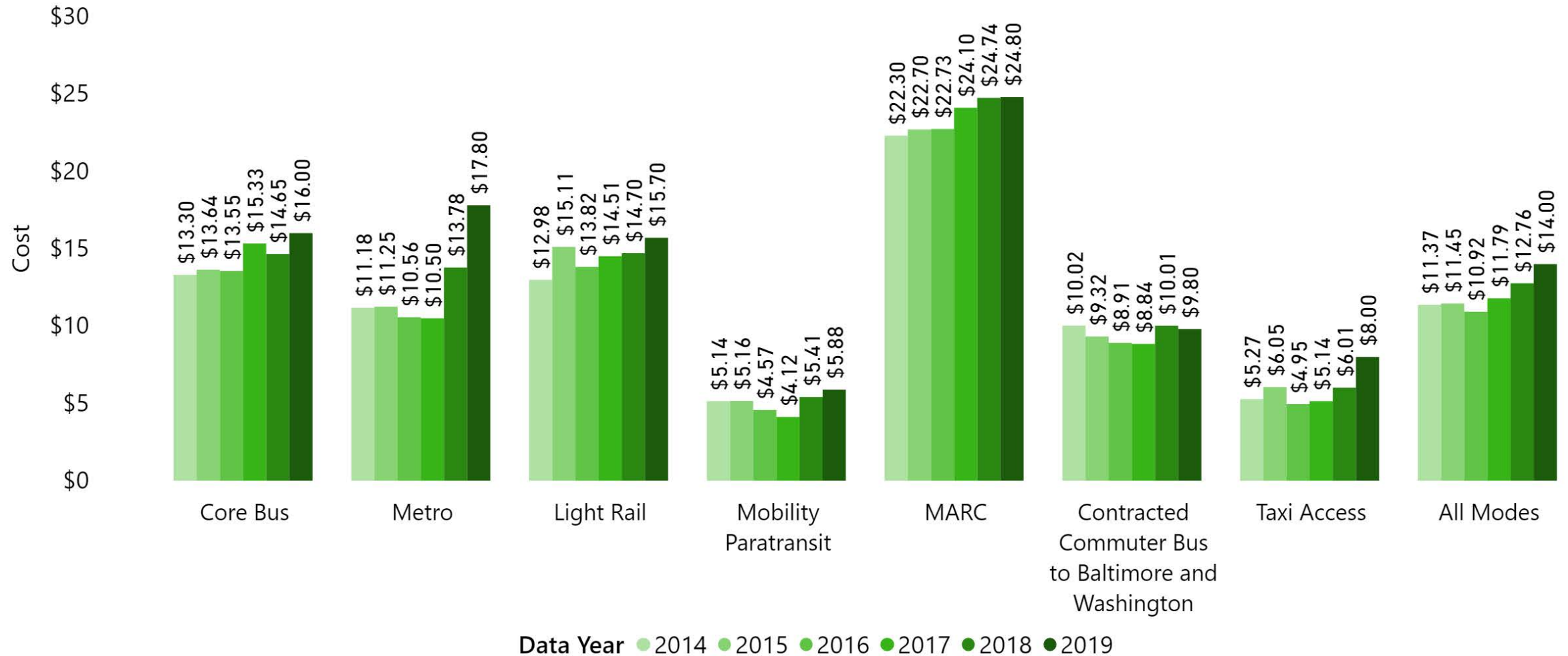
PRESENTING:

# **DELIVER TRANSPORTATION SOLUTIONS AND SERVICES OF GREAT VALUE**

TANGIBLE RESULT #4

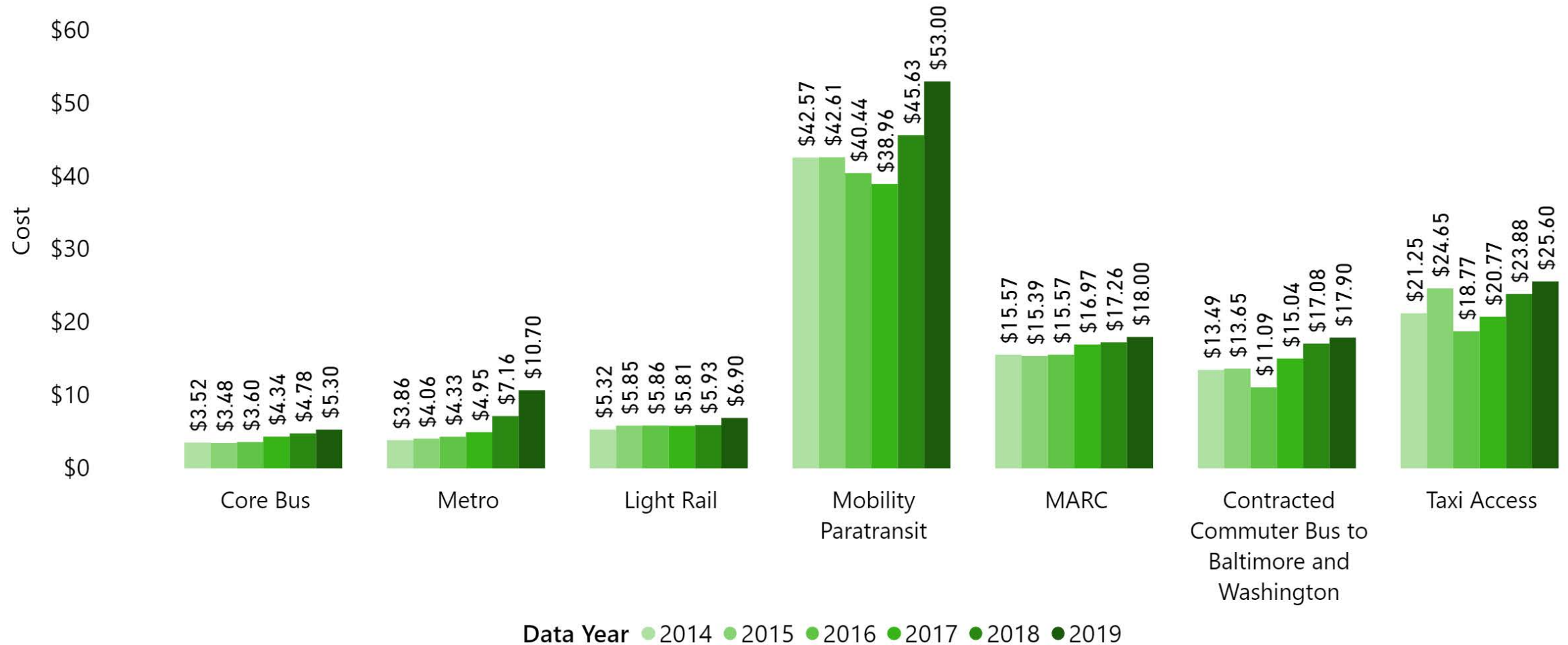
PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4F.1: Operating Cost Per Revenue Vehicle Mile



PM#4.4: Average Cost of Common Solutions and Services

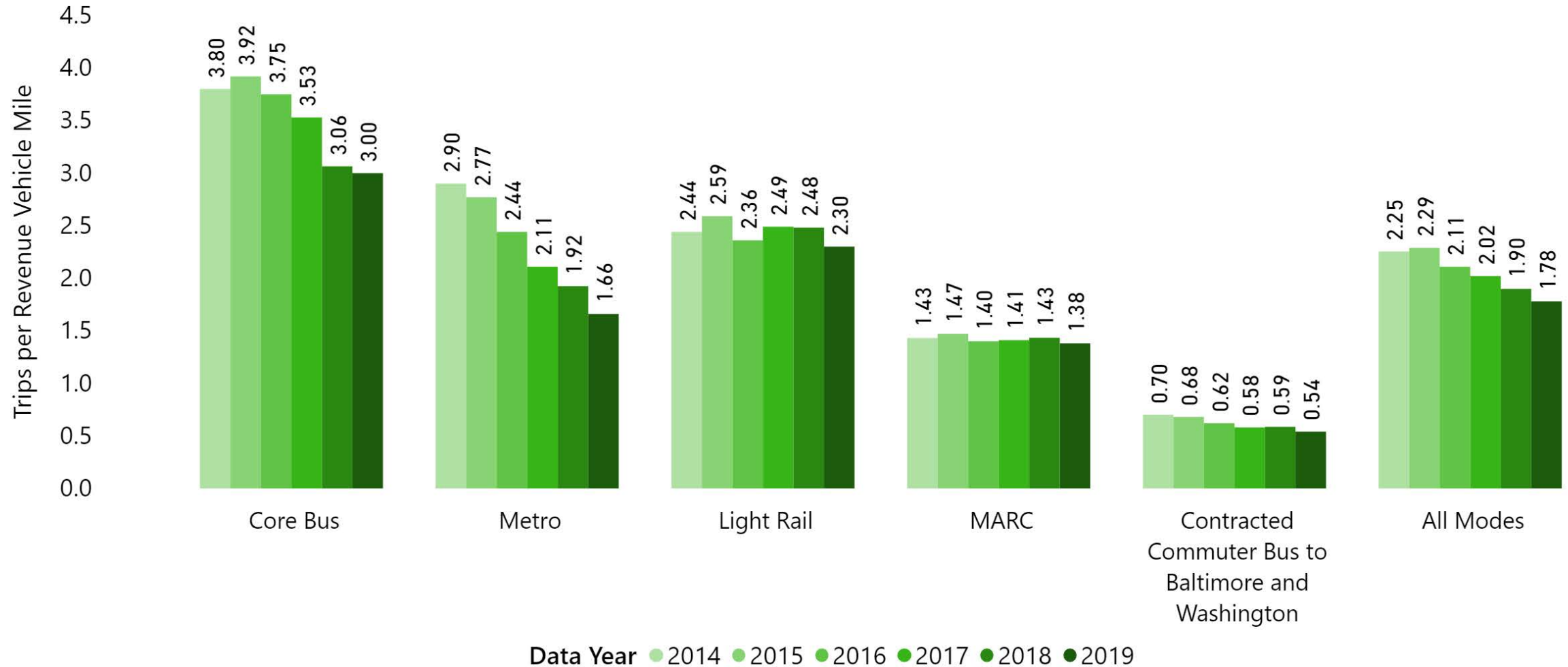
Chart 4.4G.1: Operating Cost Per Passenger Trip





PM#4.4: Average Cost of Common Solutions and Services

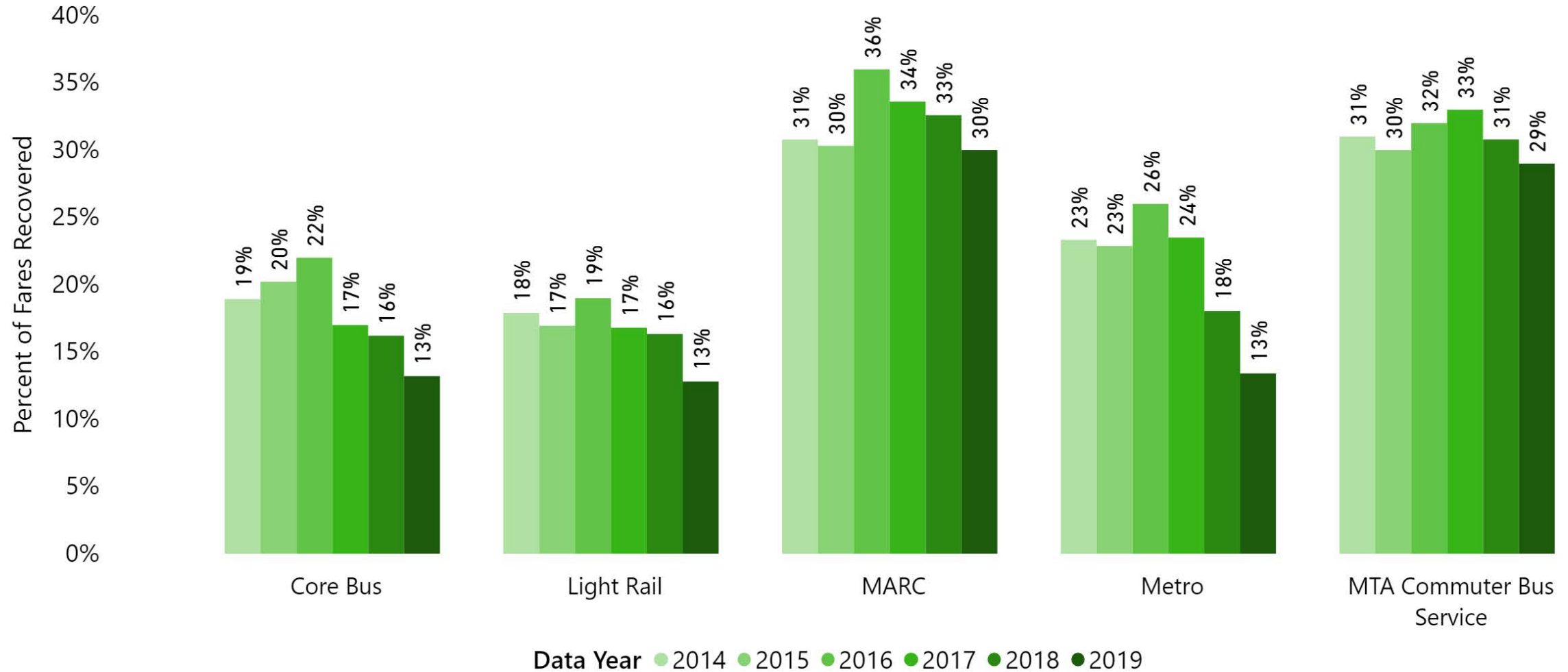
Chart 4.4H.1: Passenger Trips Per Revenue Vehicle Mile





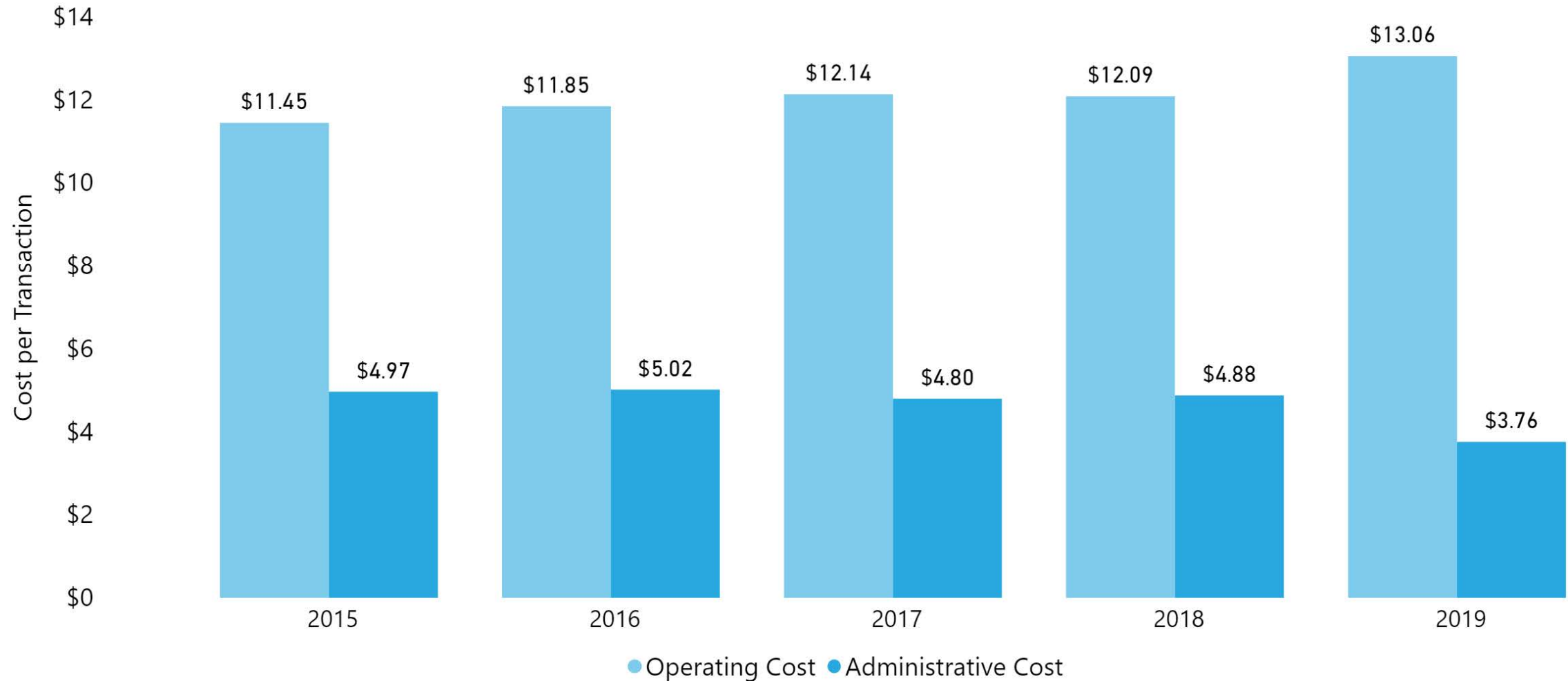
PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4I.1: Farebox Recovery Rate



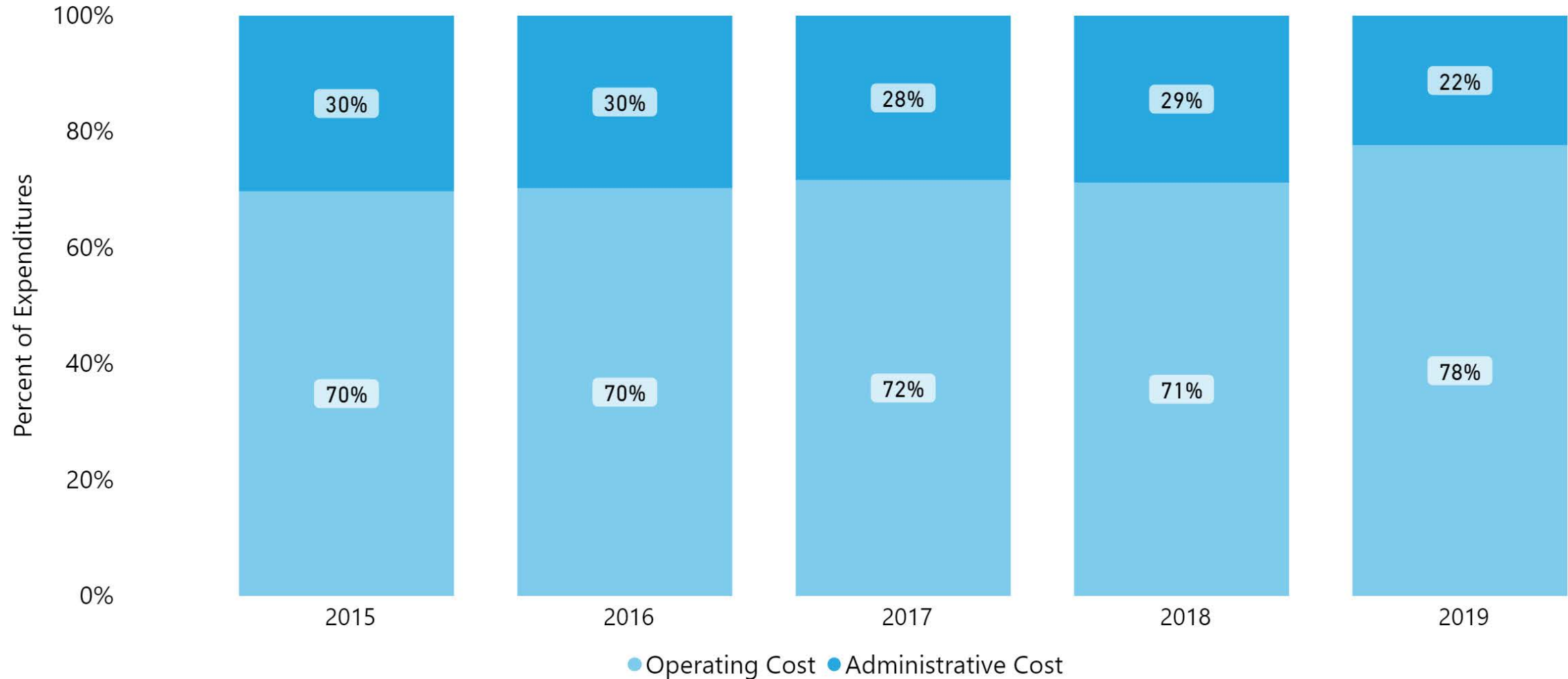
PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4J.1: MVA Operating & Administrative Cost Per Transaction



PM#4.4: Average Cost of Common Solutions and Services

Chart 4.4J.2: MVA Operating Cost vs. Administrative Cost





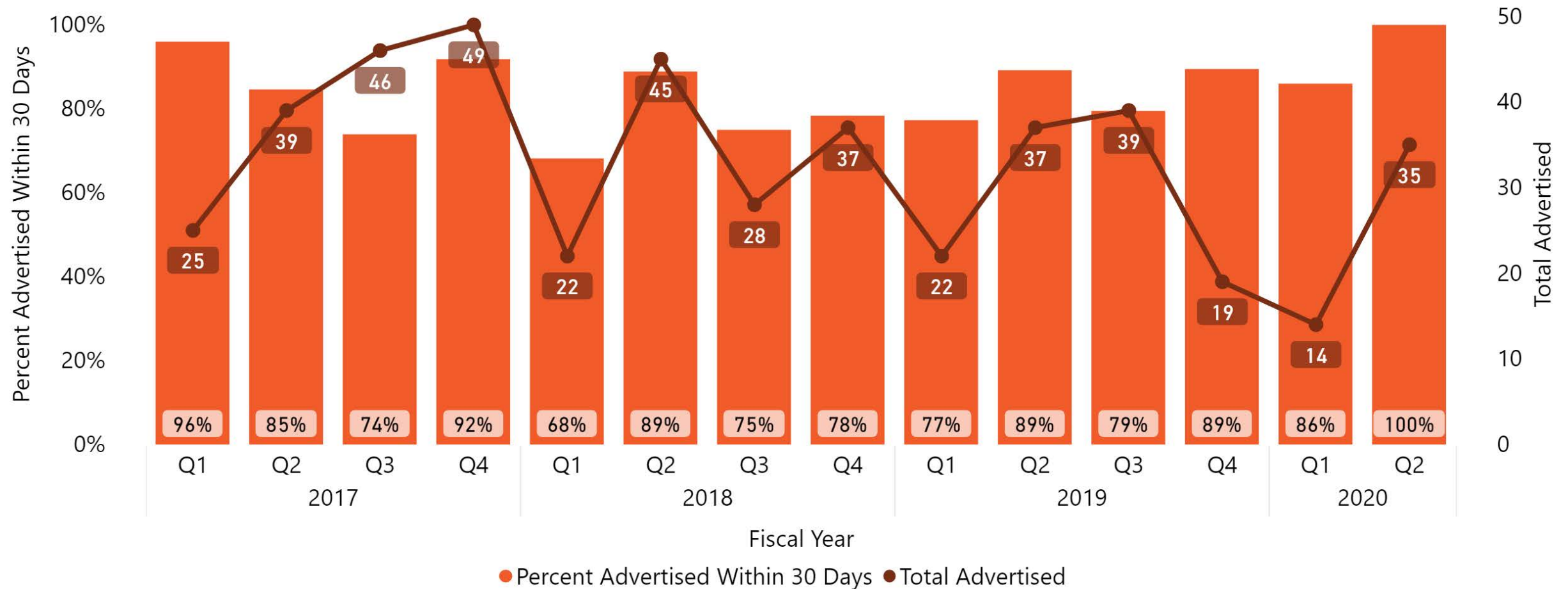
PRESENTING:

TANGIBLE RESULT #4

**TBU SPECIFIC MEASURES**

PM# SHA 4.1: Advertisements Within 30 Days

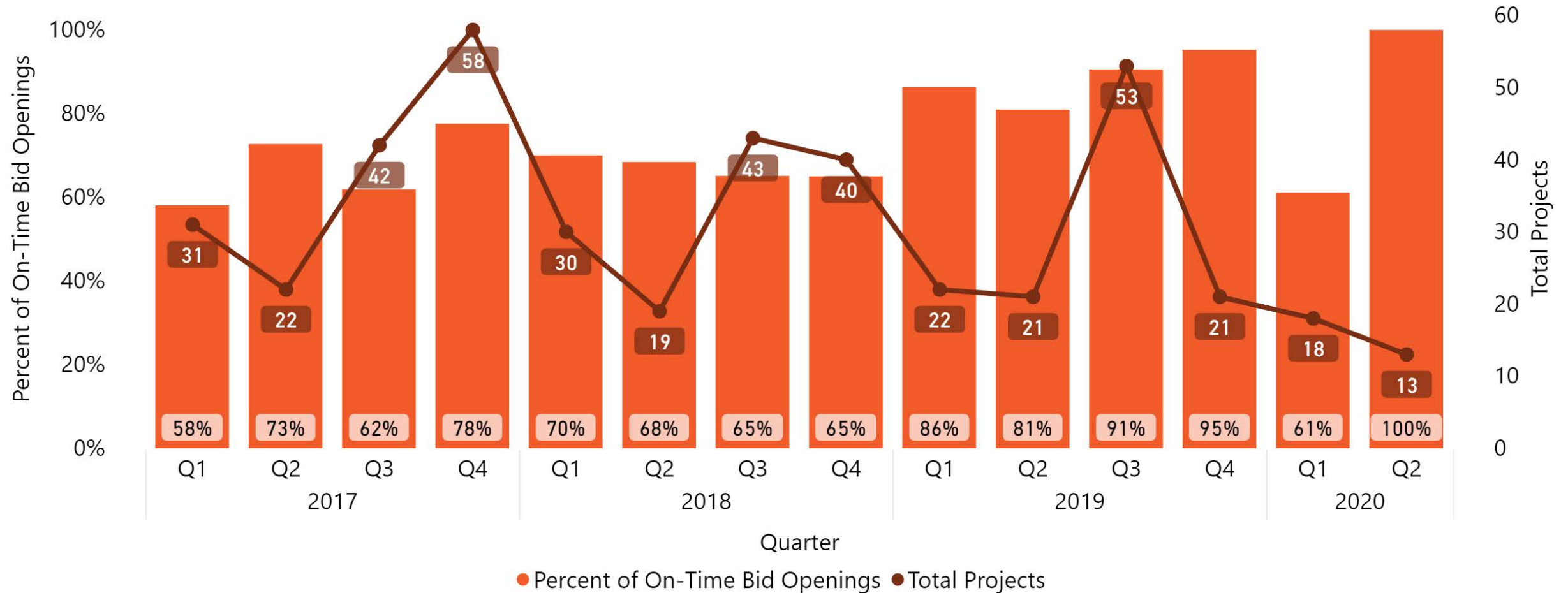
Chart SHA 4.1.1: Percent of Projects (Valued at More Than \$1M) Advertised Within 30 Days of the Original Established Financial Advertisement Date





PM# SHA 4.2: Bid Openings On Time

Chart SHA 4.2.1: Percent of Projects (Valued at More Than \$1M) with a Bid Opening Date on Target with the Bid Opening Date at the Time of Actual Advertisement Date







PRESENTING:

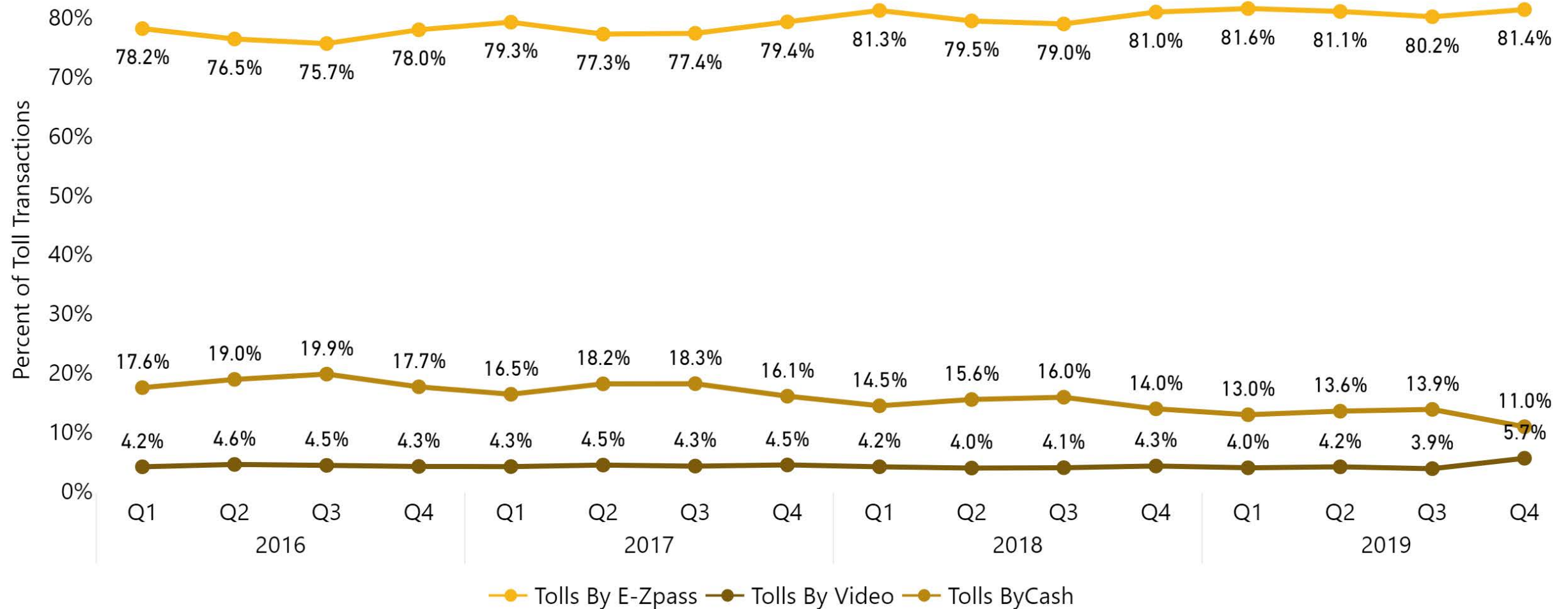
**PROVIDE AN EFFICIENT,  
WELL-CONNECTED  
TRANSPORTATION EXPERIENCE**

TANGIBLE RESULT #5

## TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

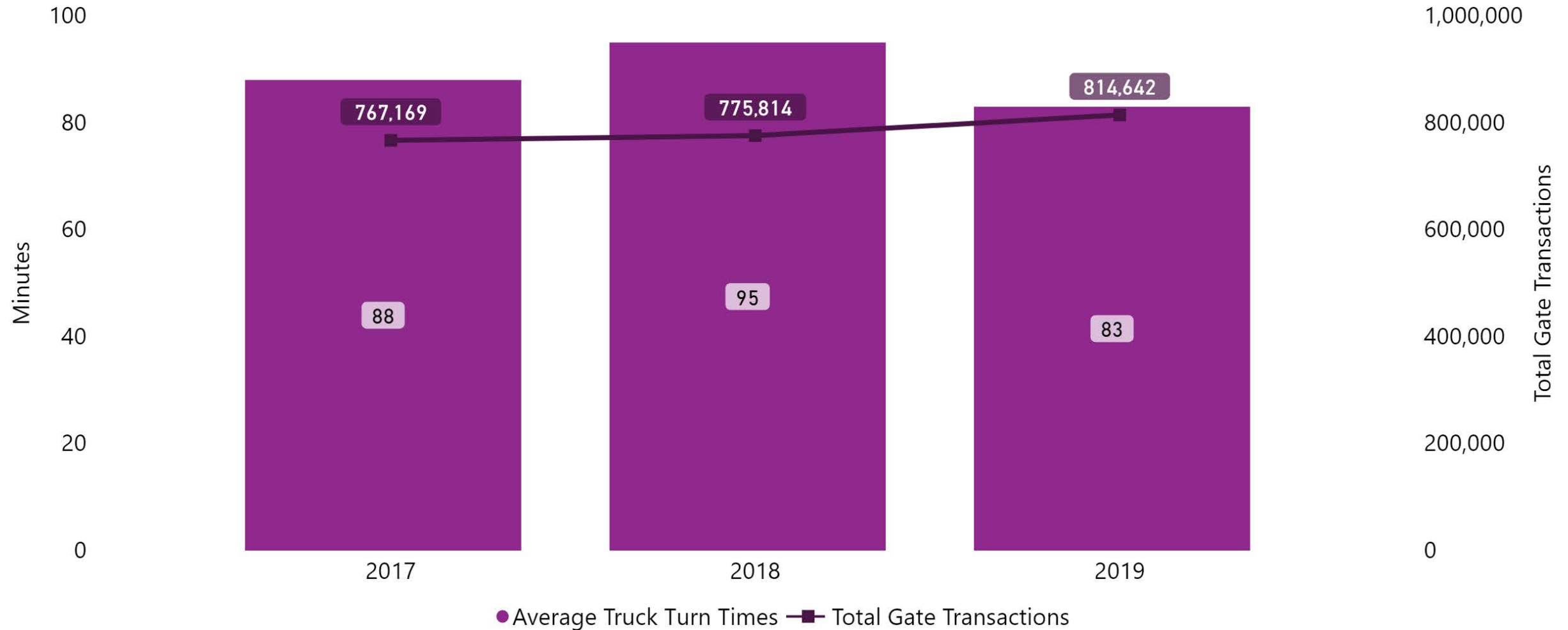
### PM#5.1: Reliability of the Transportation Experience

Chart 5.1A.1: Percent of Toll Transactions by Payment Channel for All Mixed Facilities



PM#5.1: Reliability of the Transportation Experience

Chart 5.1B.1: Average Truck Turnaround Time, Seagirt Marine Terminal



## TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

### PM#5.1: Reliability of the Transportation Experience

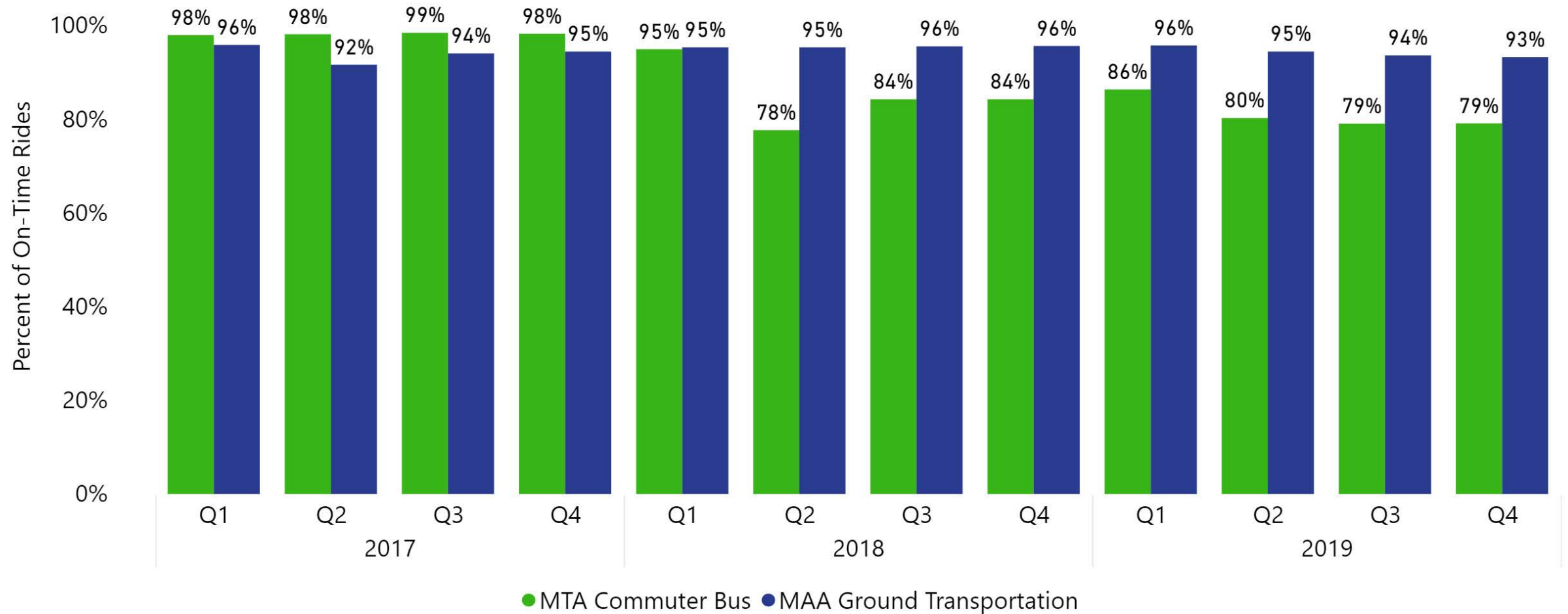
Chart 5.1C.1: Average Wait Time at MDOT MVA Branches



## TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

### PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.1: On-Time Performance of MDOT MTA Commuter Bus & MDOT MAA Ground Transport

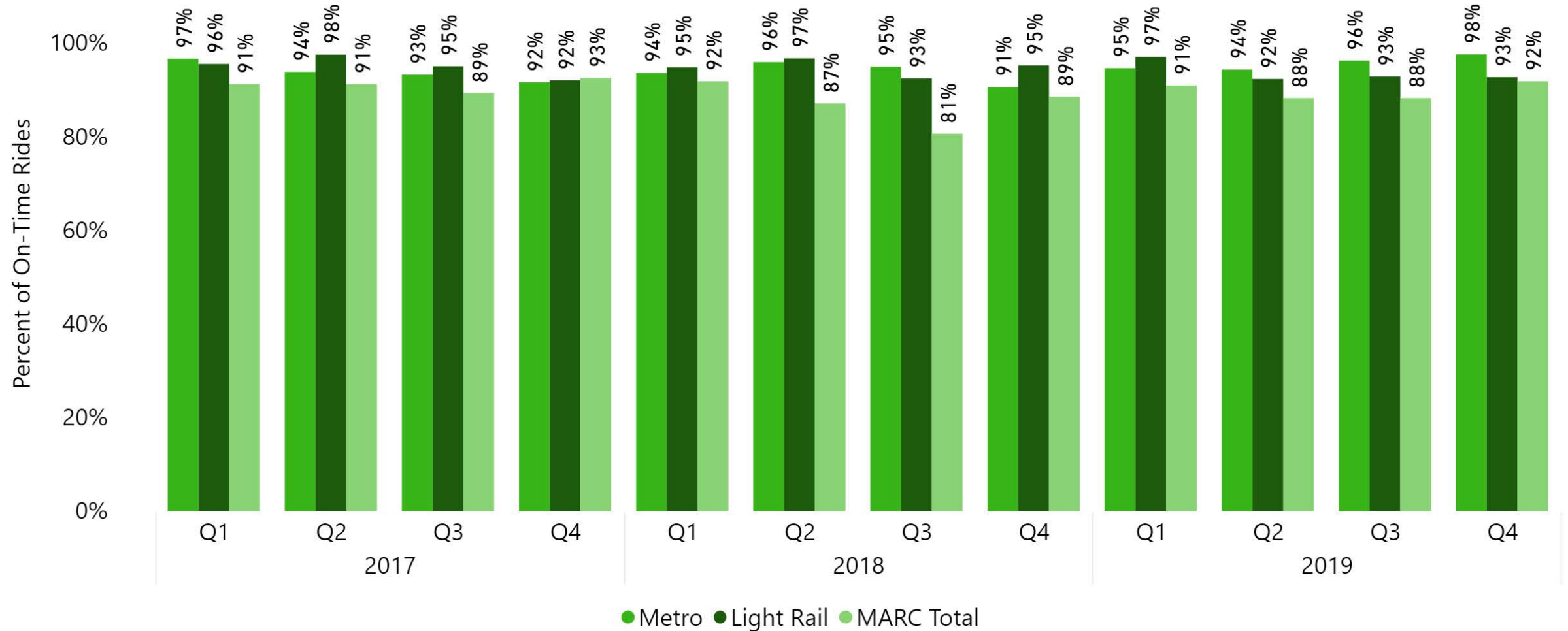




## TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

### PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.2: On-Time Performance of MDOT MTA SubwayLink, Light RailLink, & MARC





PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.3: On-Time Performance of MDOT MTA Paratransit



## TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

### PM#5.1: Reliability of the Transportation Experience

Chart 5.1D.4: MTA Core Bus On-Time Performance

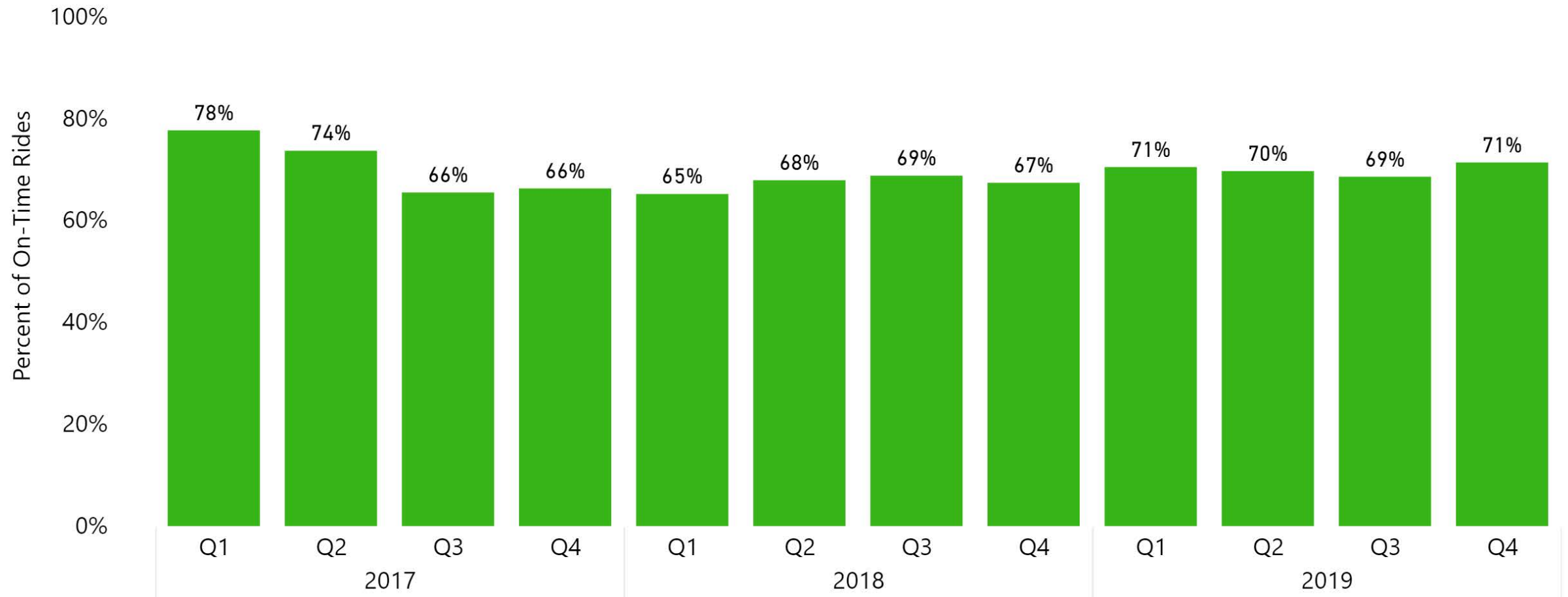


Chart 5.4B.1: MVA Wait Time Website Satisfaction 2019

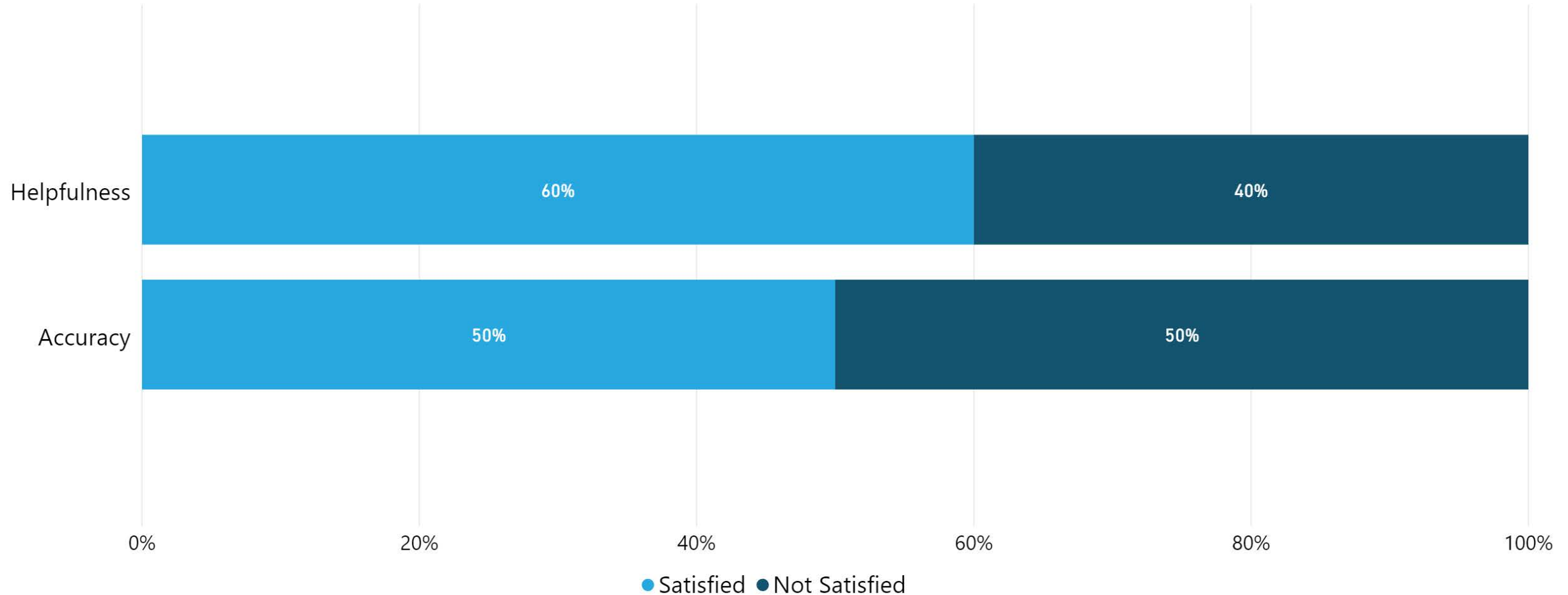
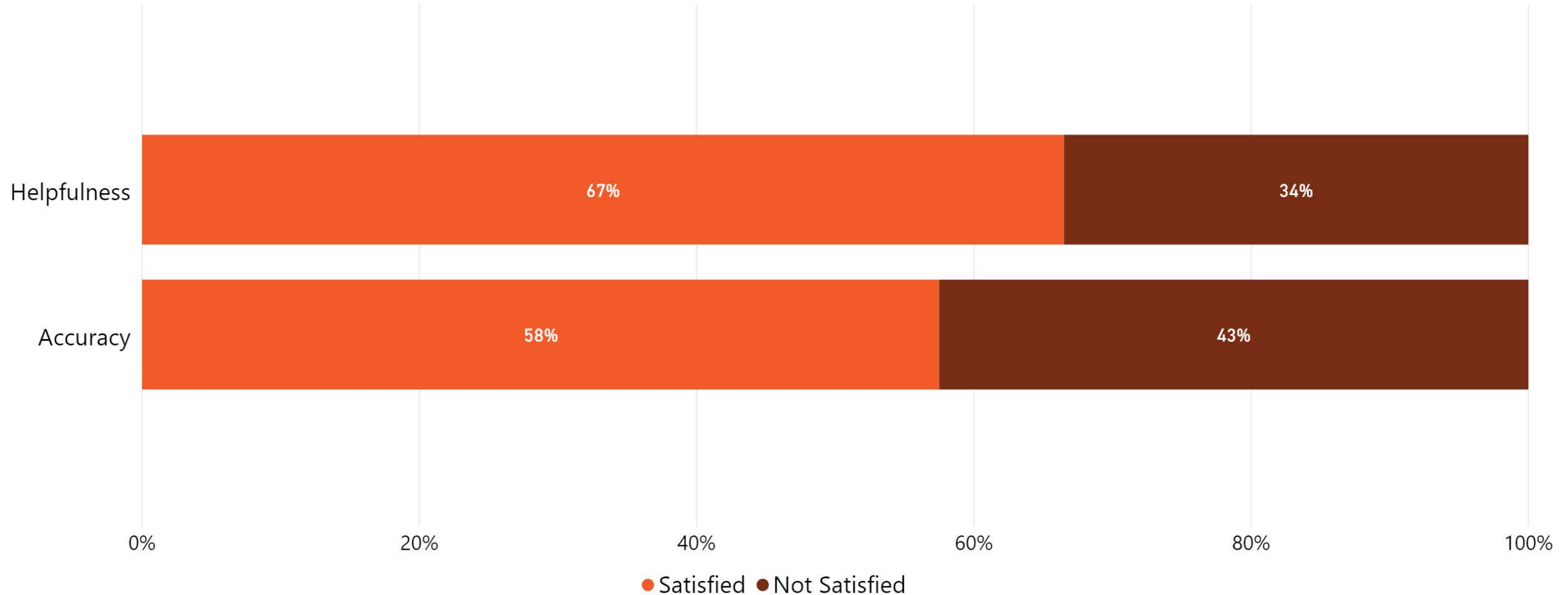


Chart 5.4B.6: CHART (SHA & MDTA) Customer Satisfaction with DMS





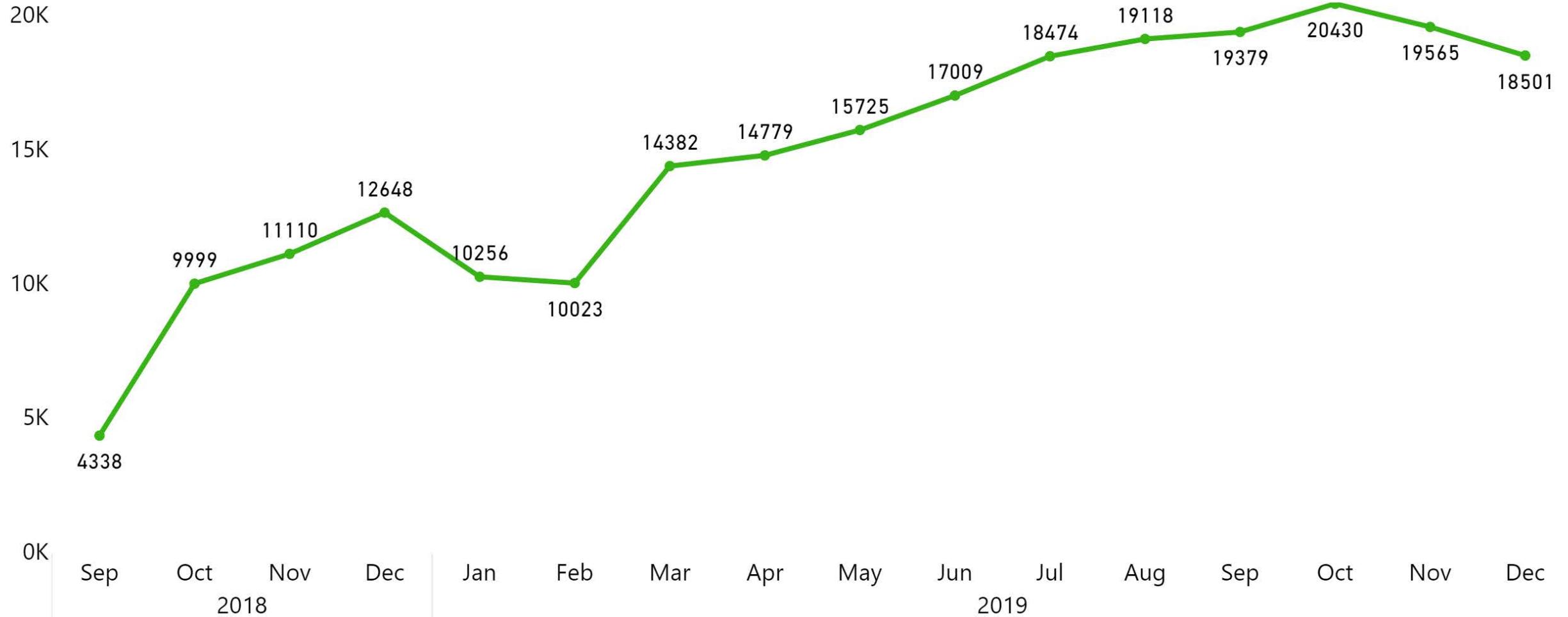
PRESENTING:

TANGIBLE RESULT #5

**TBU SPECIFIC MEASURES**

## MTA 5.1: CharmPass Downloads

Chart MTA 5.1A: CharmPass Monthly Downloads

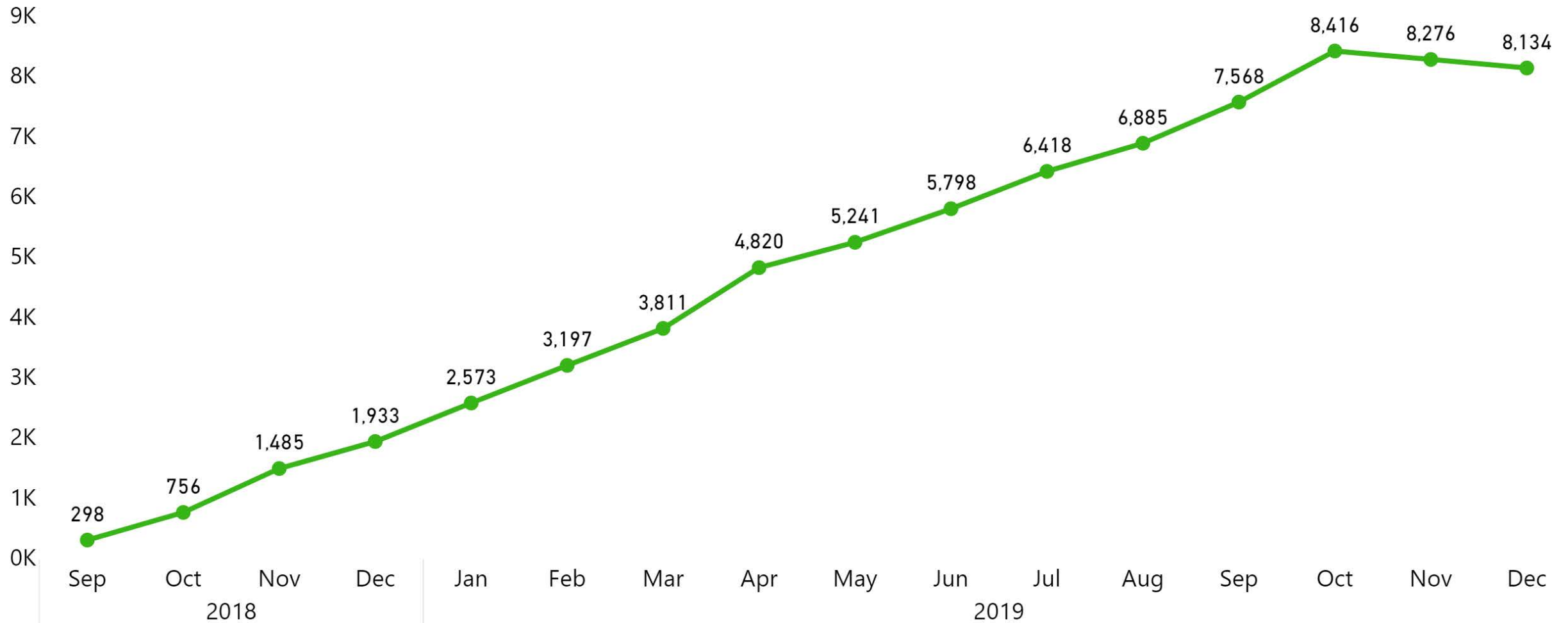




## TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

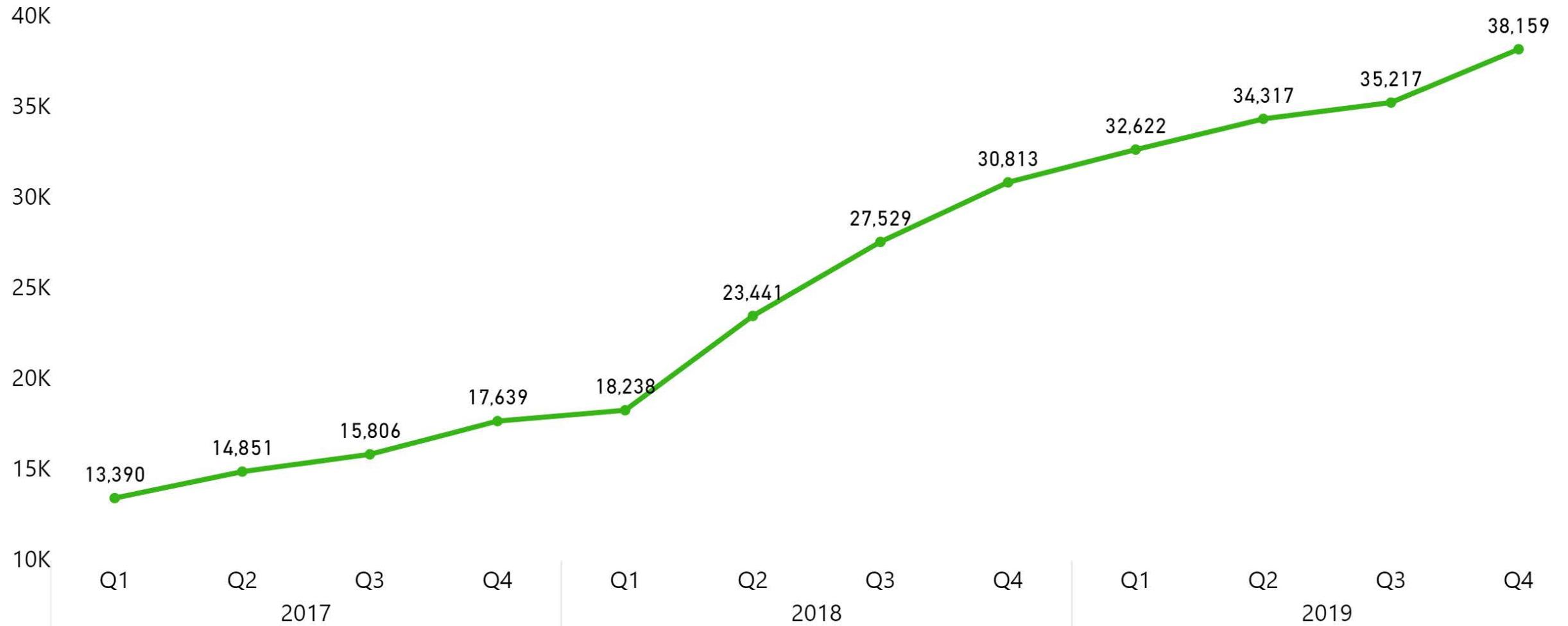
### MTA 5.1: CharmPass Purchases

Chart MTA 5.1B: CharmPass Average Daily Purchases



## MTA 5.2: Transit App Users

Chart MTA 5.2: Average Daily Transit App Users





PRESENTING:

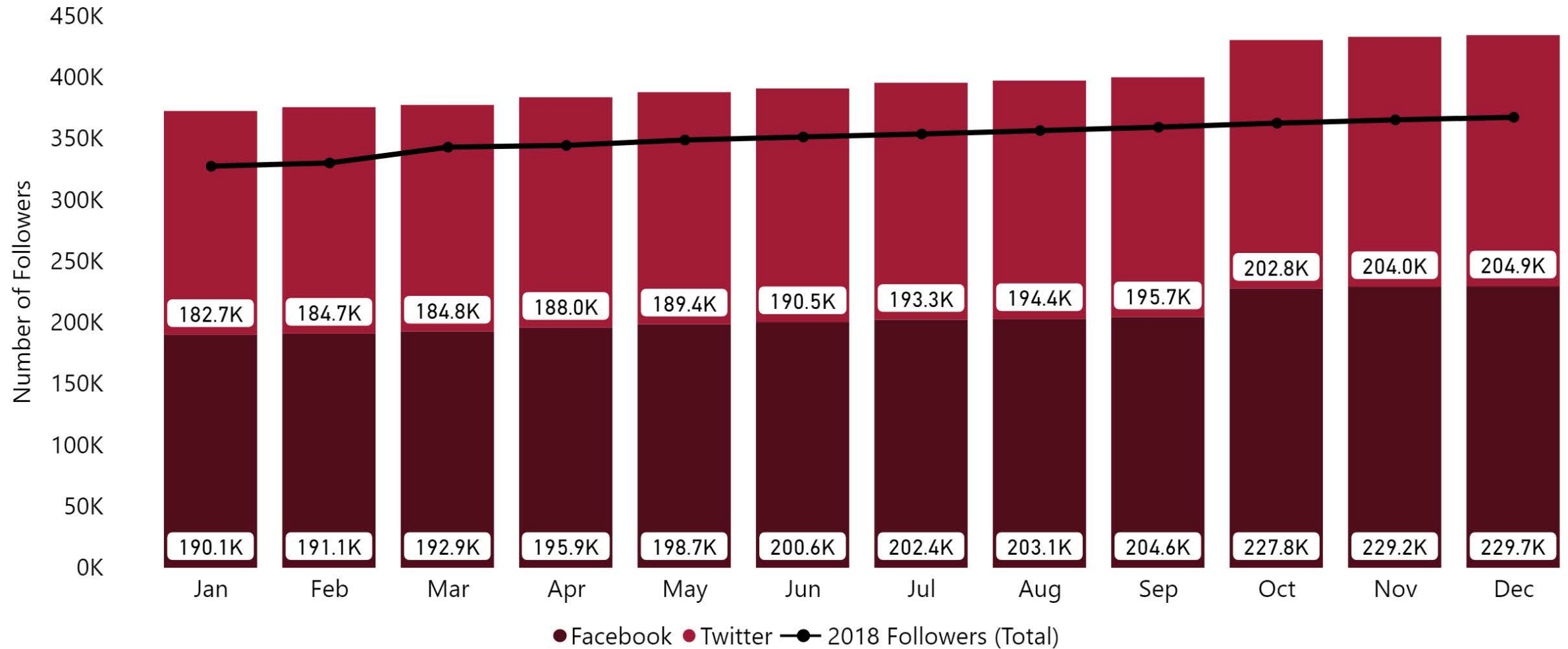
# **COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS**

TANGIBLE RESULT #6

## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.1: Social Reach

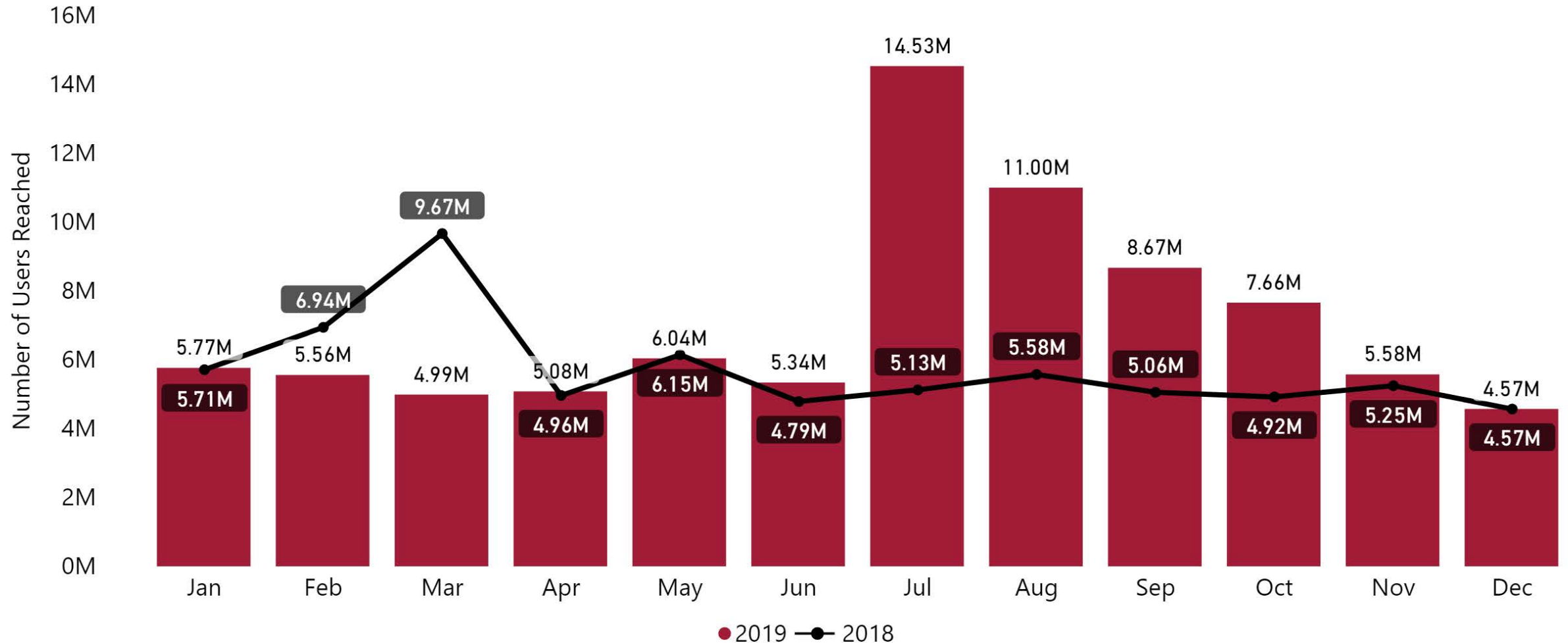
Chart 6.1A.1: Total MDOT Social Media Followers 2019



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.1: Social Reach

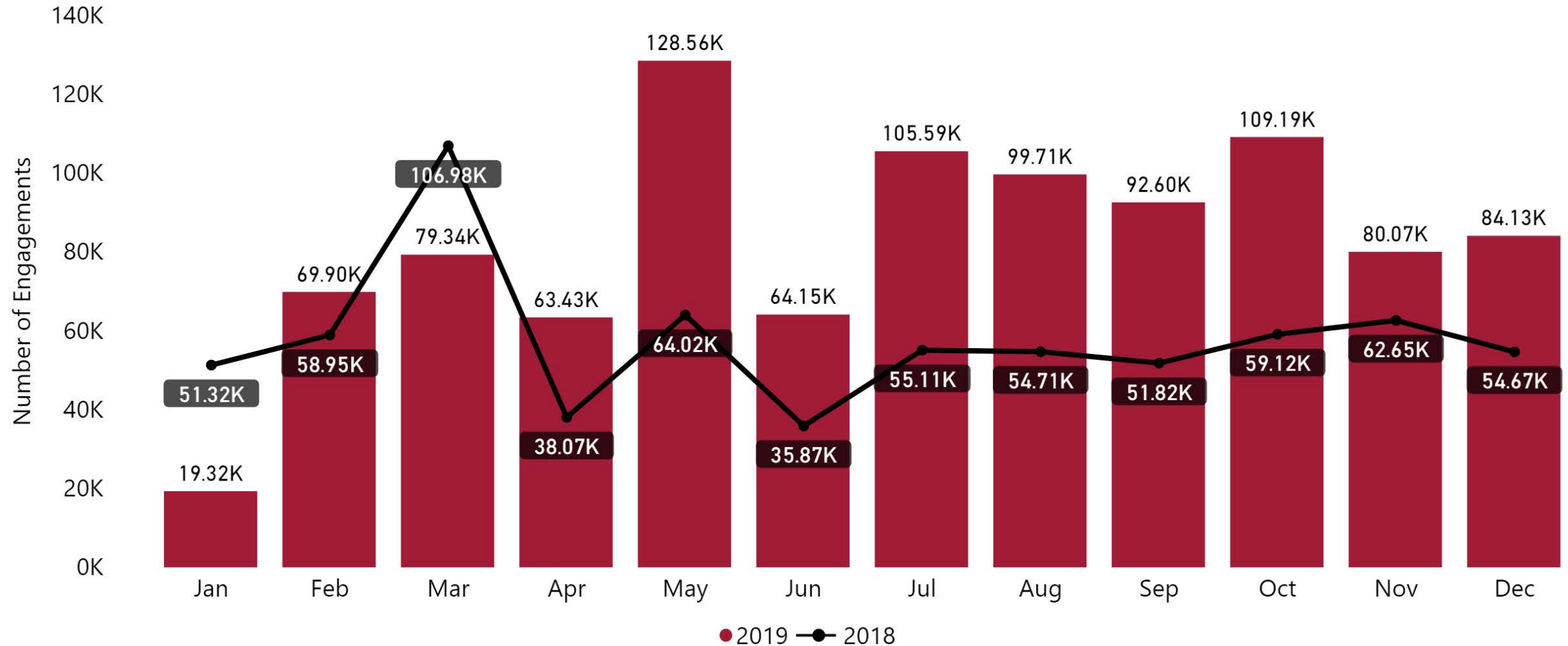
Chart 6.1A.2: Total MDOT Social Media Reach



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.1: Social Engagement

Chart 6.1B.1: Total MDOT Social Media Engagements

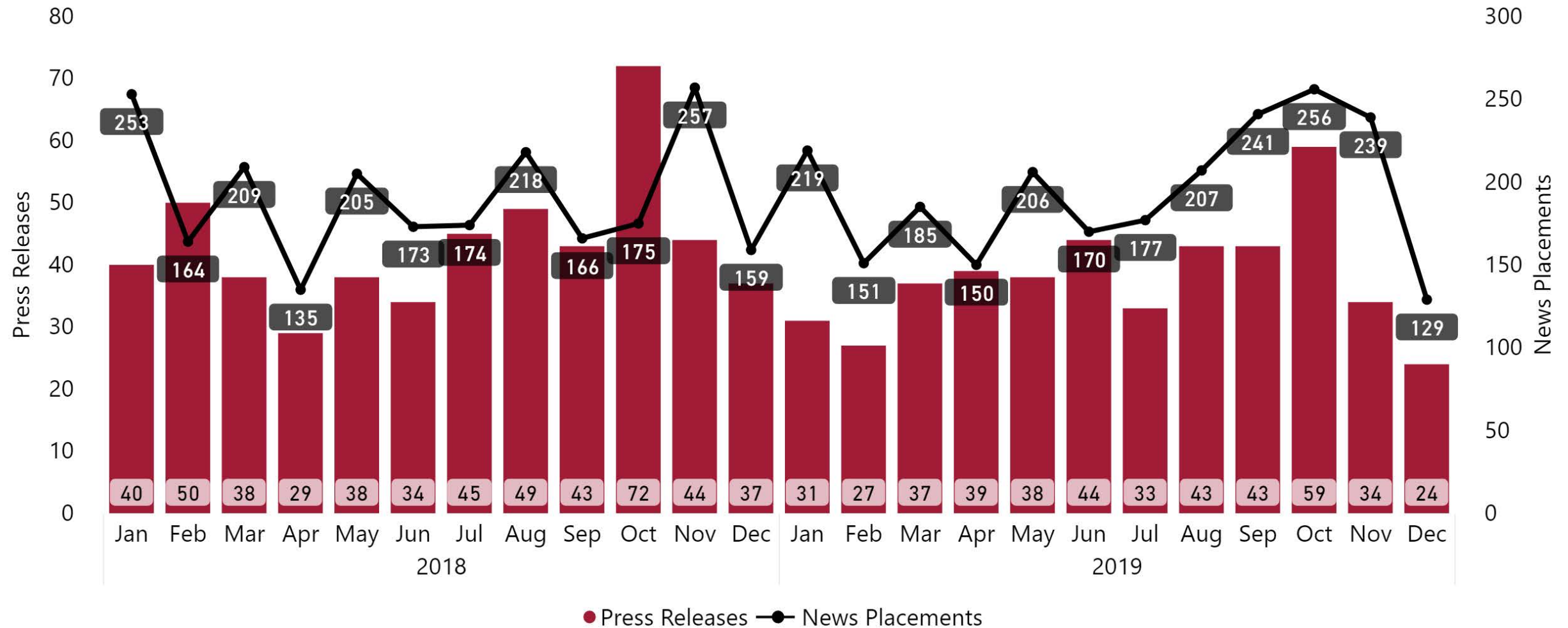




## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.3a: Number of News Stories Generated from Major Releases

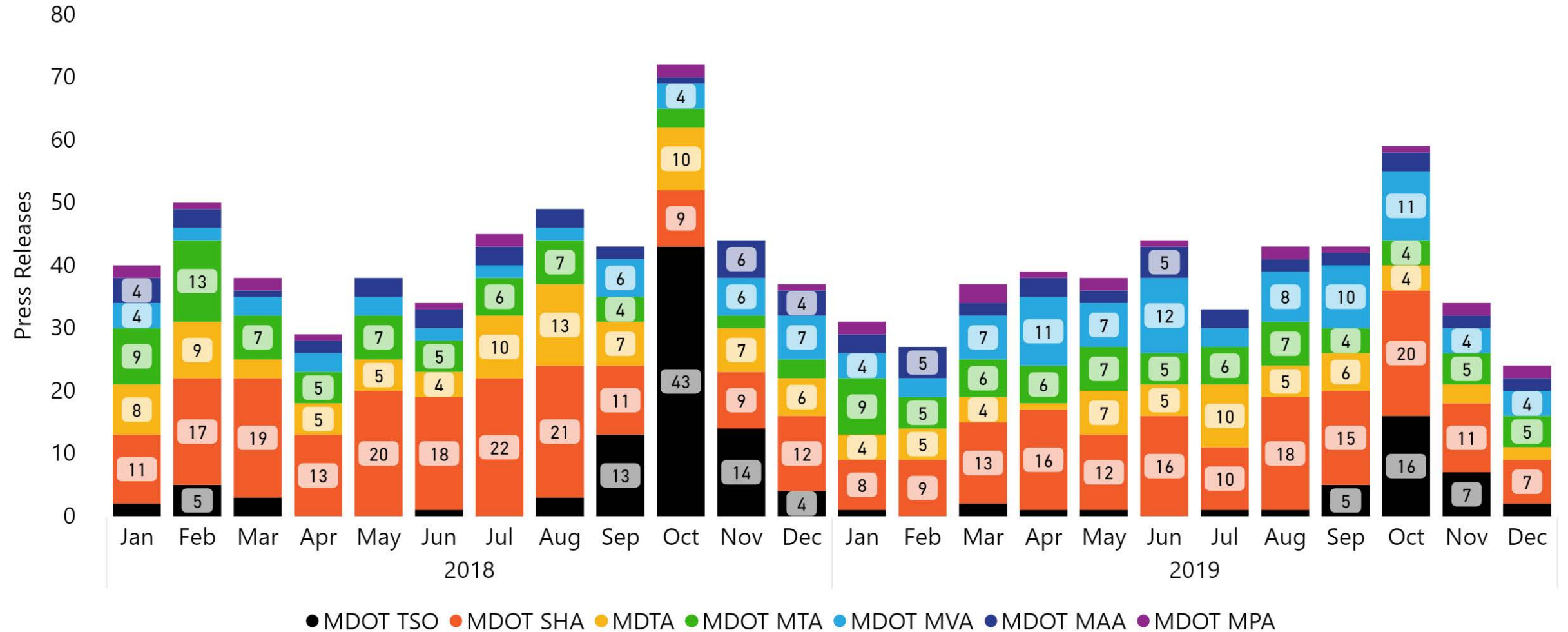
Chart 6.3A.1: MDOT Press Releases and News Placements



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.3a: Number of News Stories Generated from Major Releases

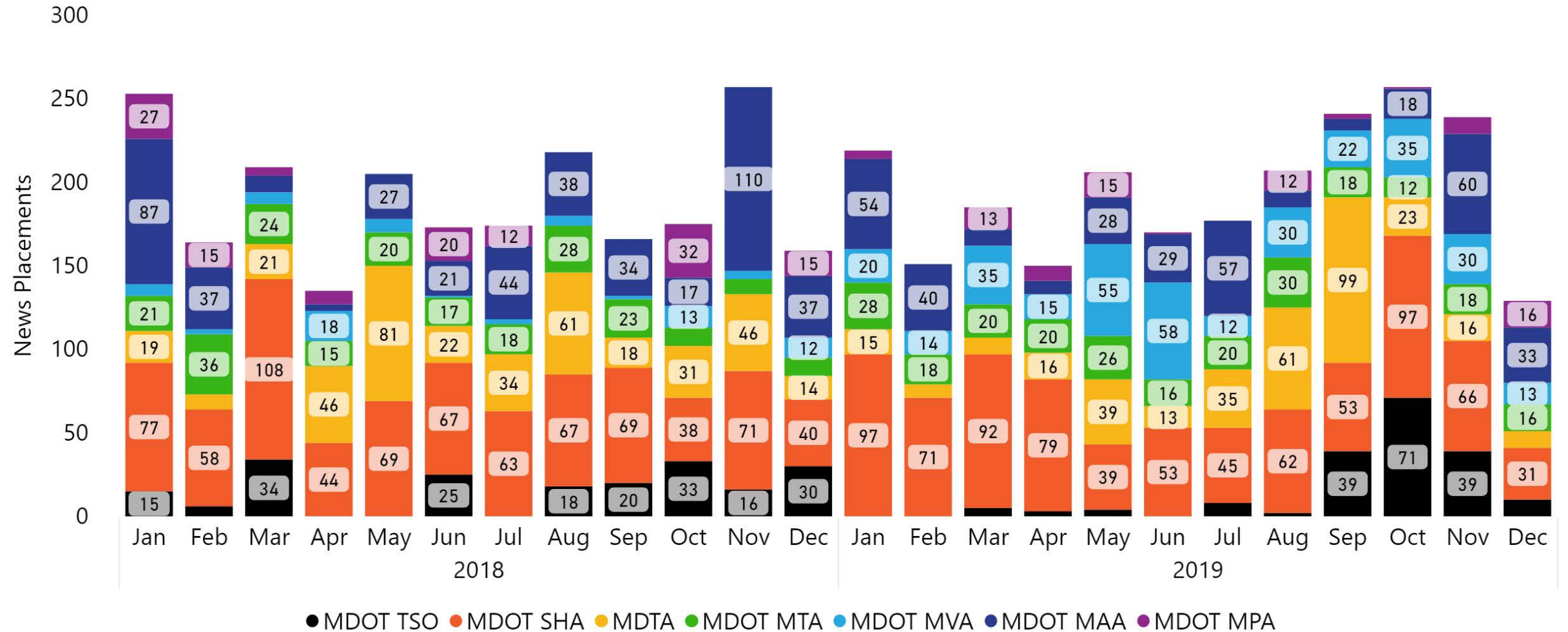
Chart 6.3A.2: Press Releases by TBU



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.3a: Number of News Stories Generated from Major Releases

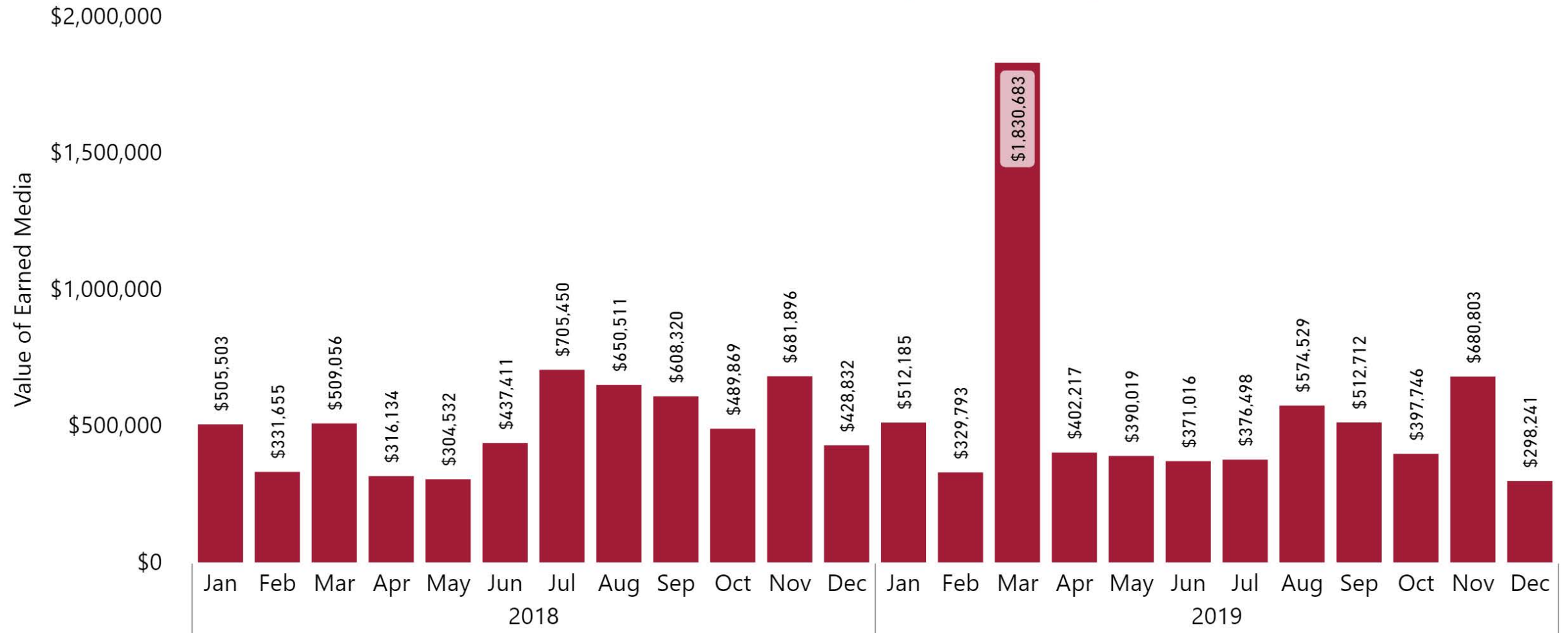
Chart 6.3A.3: Number of News Placements by TBU



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.3b: Earned Media Value of Print and Broadcast Coverage Generated by News Releases

Chart 6.3B.1: Earned Media Value of Print and Broadcast Coverage Generated by News Releases MDOT-Wide

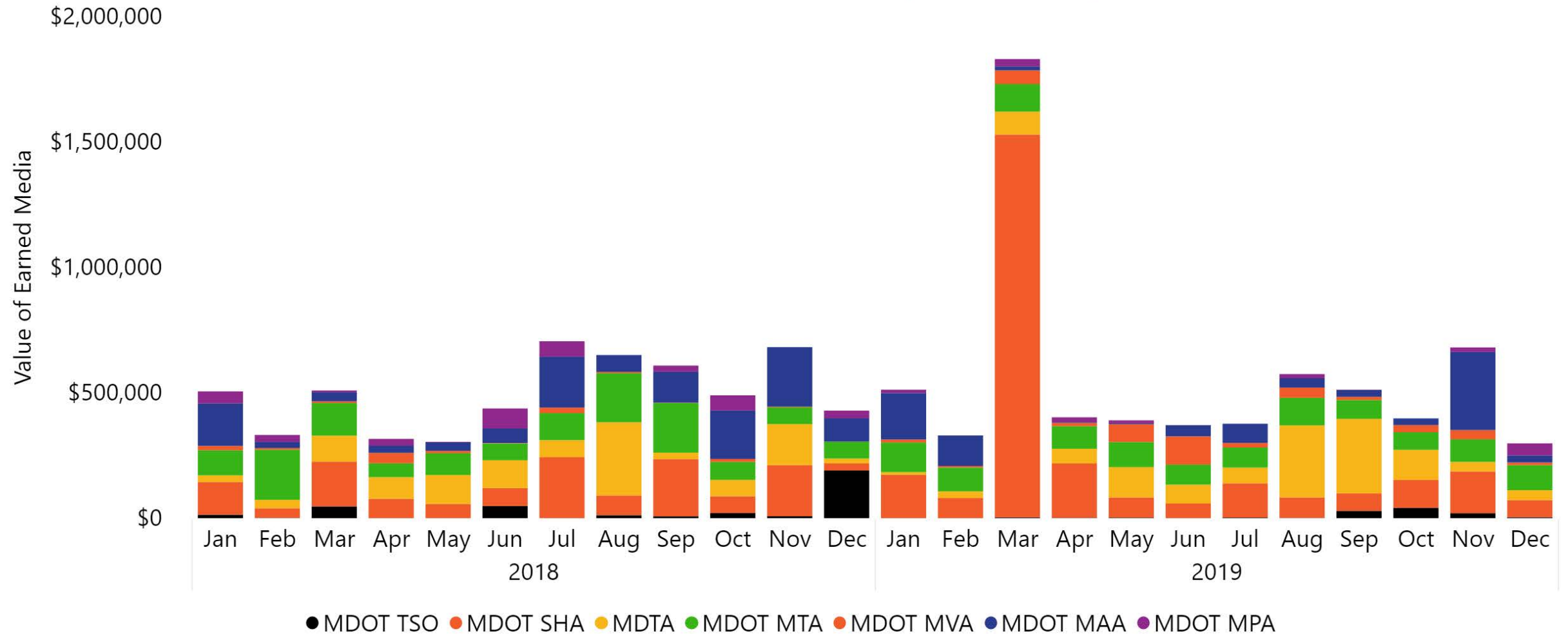




## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.3b: Earned Media Value of Print and Broadcast Coverage Generated by News Releases

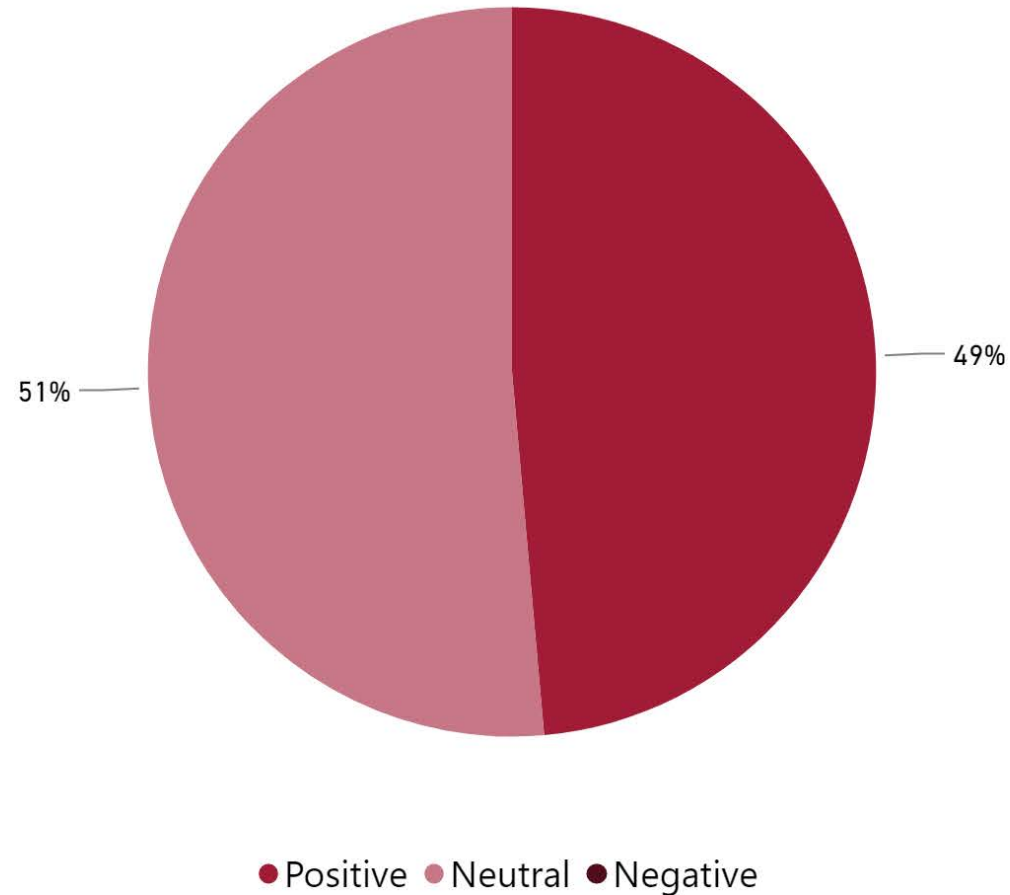
Chart 6.3B.1: Earned Media Value of Print and Broadcast Coverage Generated by News Releases MDOT-Wide



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.3c: News Tone of Coverage Generated by MDOT News Releases

Chart 6.3C.1: News Tone MDOT-Wide for Q4 2019





## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.3c: News Tone of Coverage Generated by MDOT News Releases

Chart 6.3C.1: News Tone for MDOT TSO

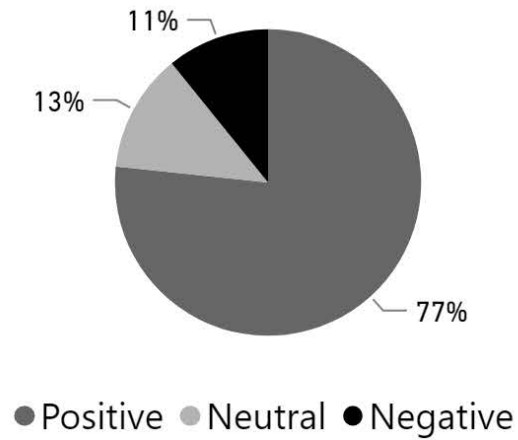


Chart 6.3C.1: News Tone for MDOT SHA

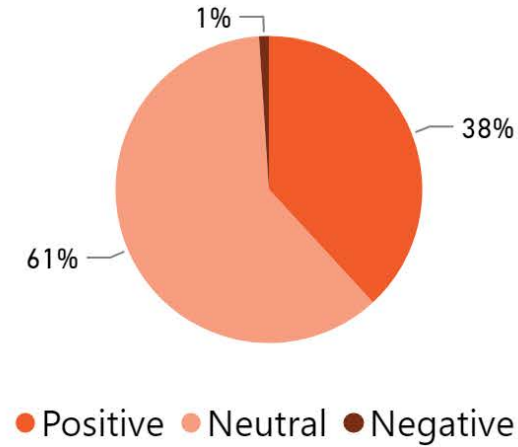


Chart 6.3C.1: News Tone for MDTA

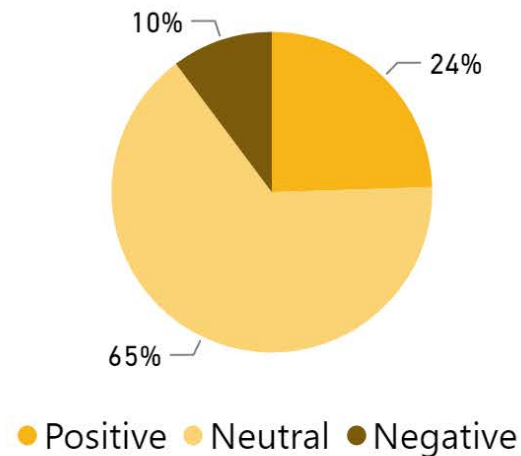
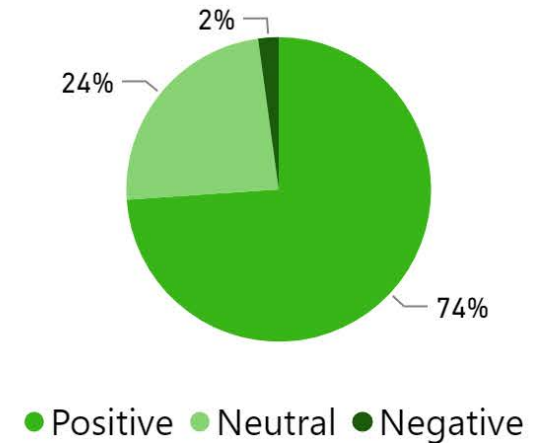


Chart 6.3C.1: News Tone for MDOT MTA



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.3c: News Tone of Coverage Generated by MDOT News Releases

Chart 6.3C.1: News Tone for MDOT MVA

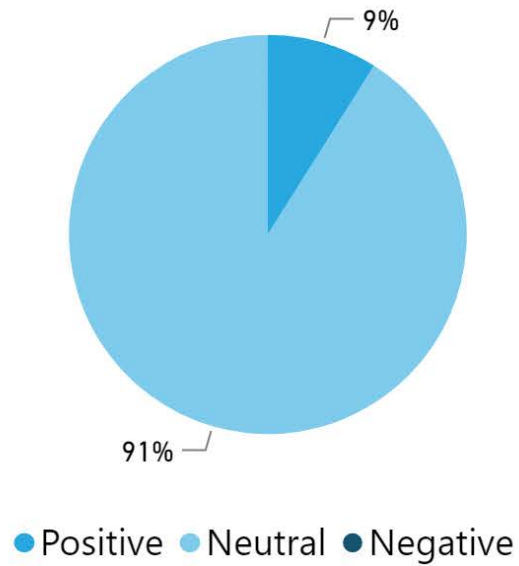


Chart 6.3C.1: News Tone for MDOT MAA

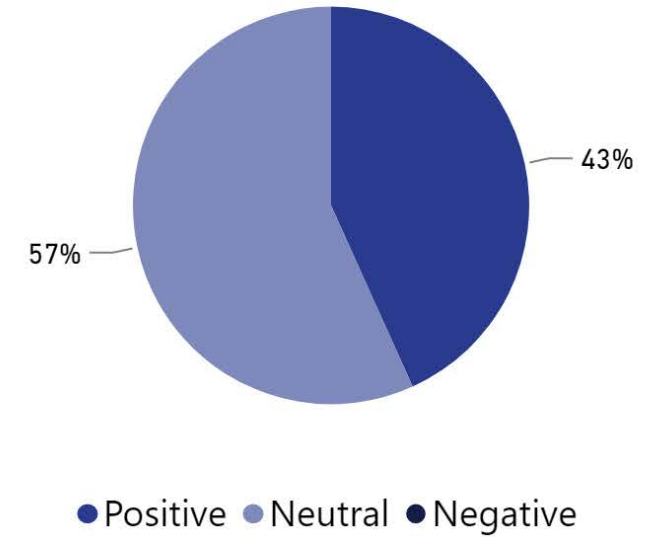


Chart 6.3C.1: News Tone for MDOT MPA

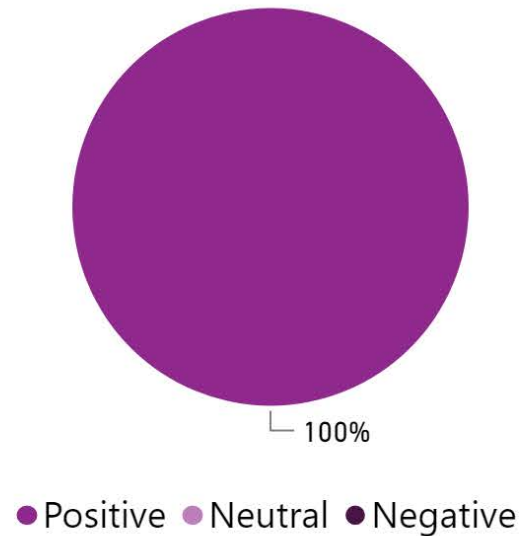
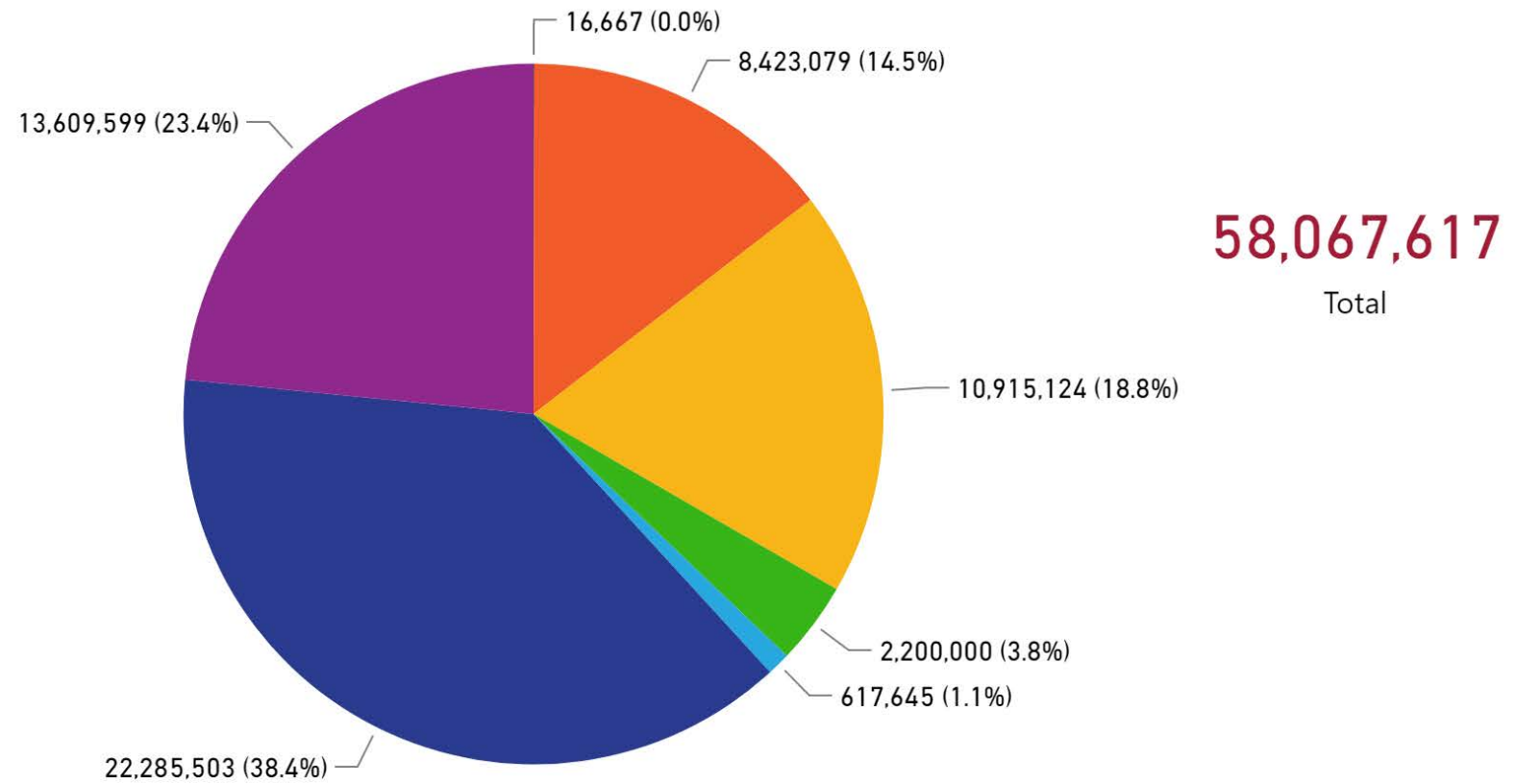


Chart 6.4A.1A: Reach of Proactive Pickups for Q3 2019

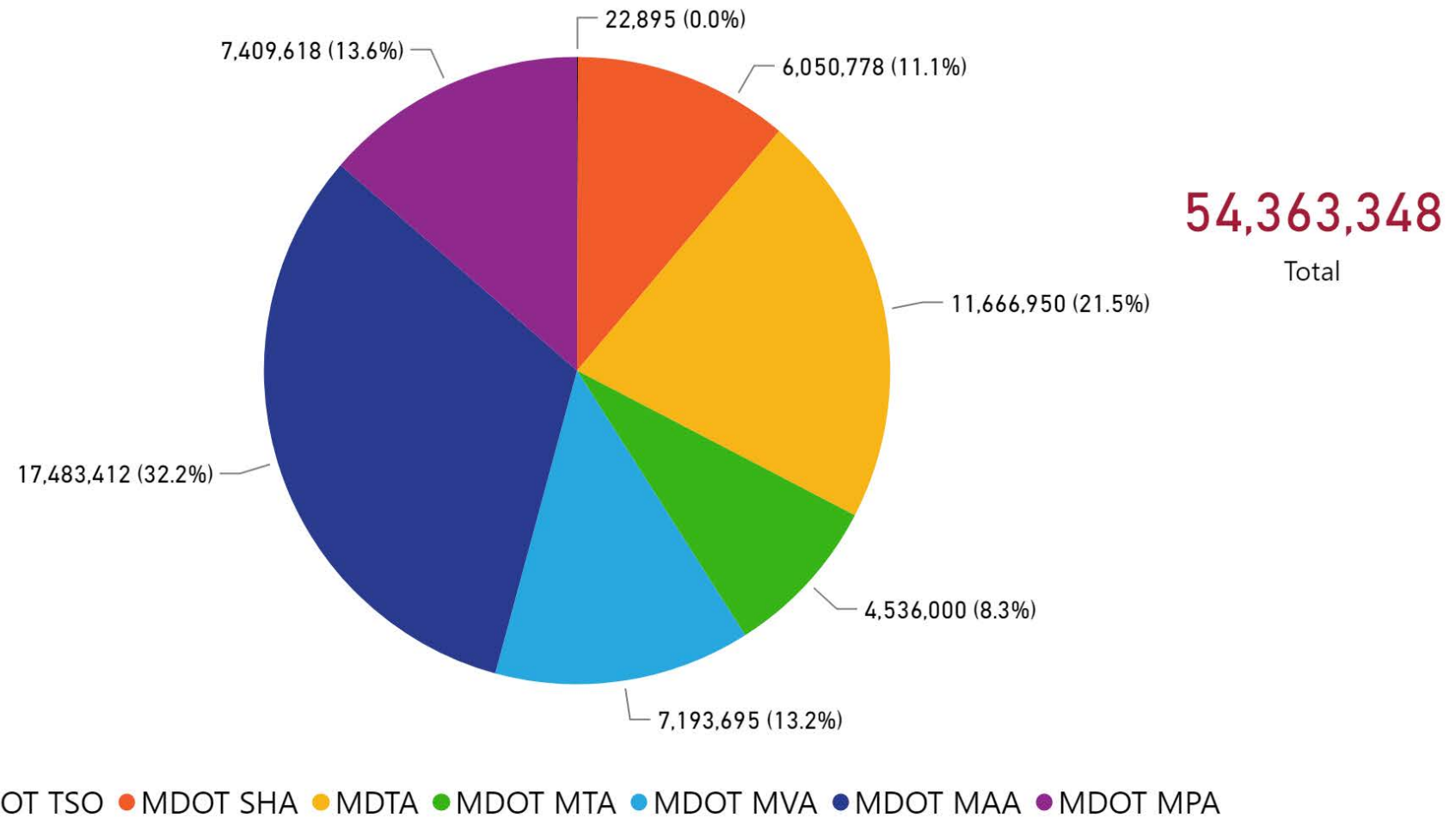


● MDOT TSO ● MDOT SHA ● MDTA ● MDOT MTA ● MDOT MVA ● MDOT MAA ● MDOT MPA

## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.4: Proactive Media

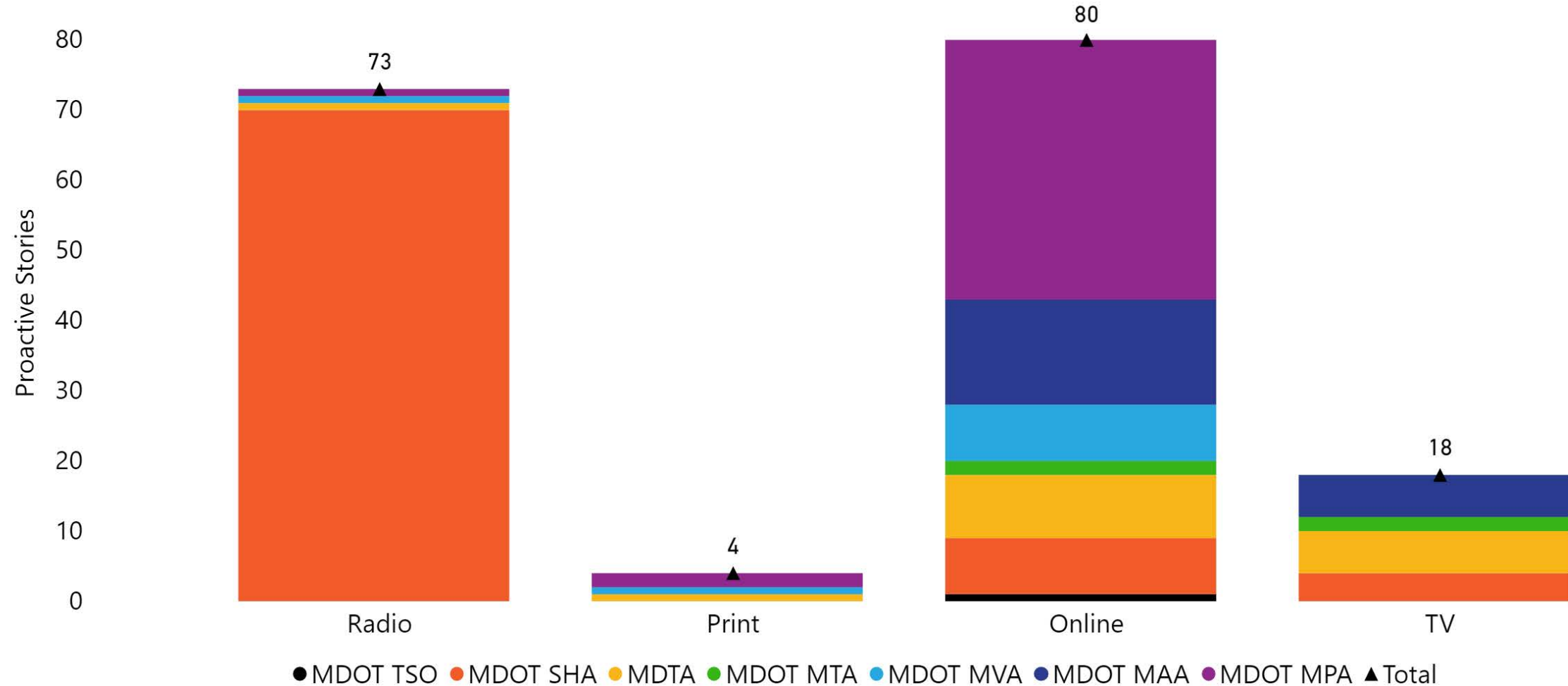
Chart 6.4A.1A: Reach of Proactive Pickups for Q4 2019



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.4: Proactive Media

Chart 6.4A.2A: Type of Media that Picked Up Proactive Stories for Q3 2019



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.4: Proactive Media

Chart 6.4A.2B: Type of Media that Picked Up Proactive Stories for Q4 2019

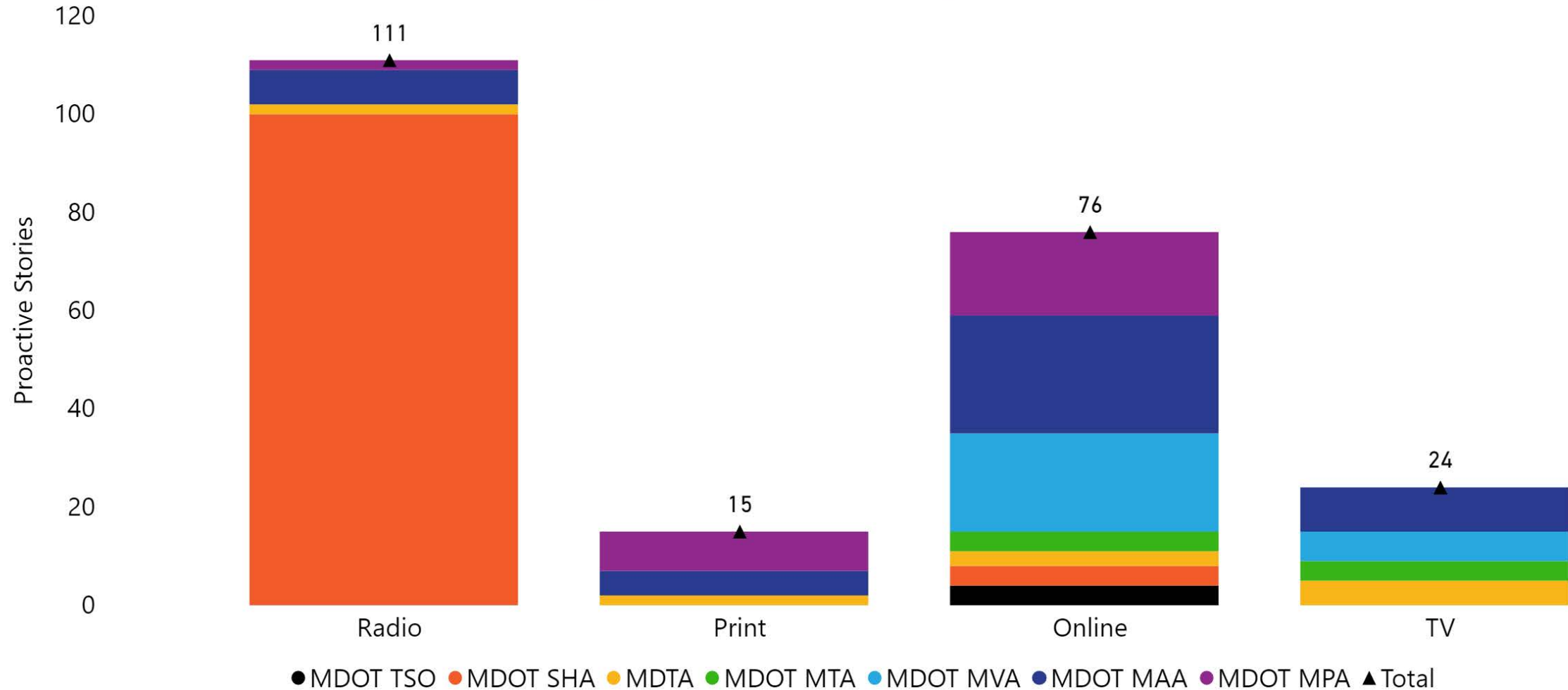




Chart 6.4B.1A: Reach for MDOT Produced Proactive Content for Q3 2019

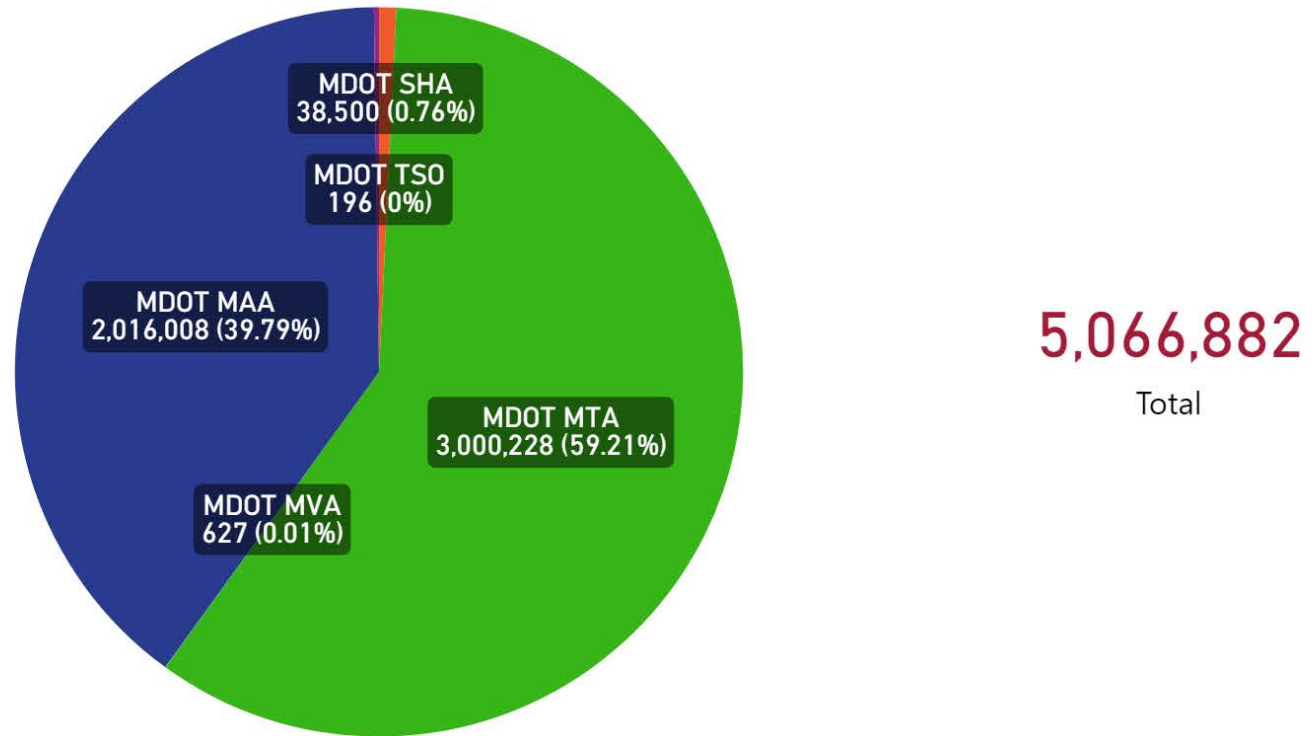
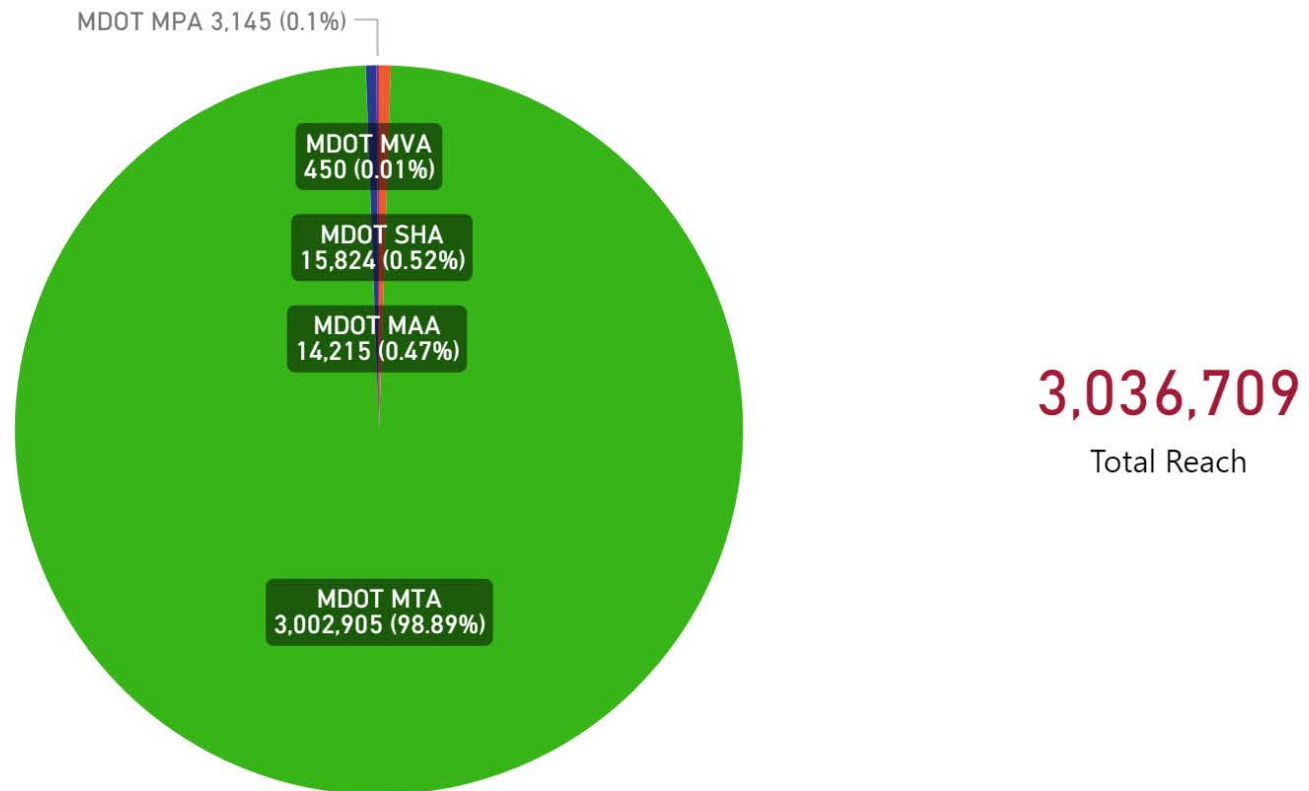


Chart 6.4B.1B: Reach for MDOT Produced Proactive Content for Q4 2019

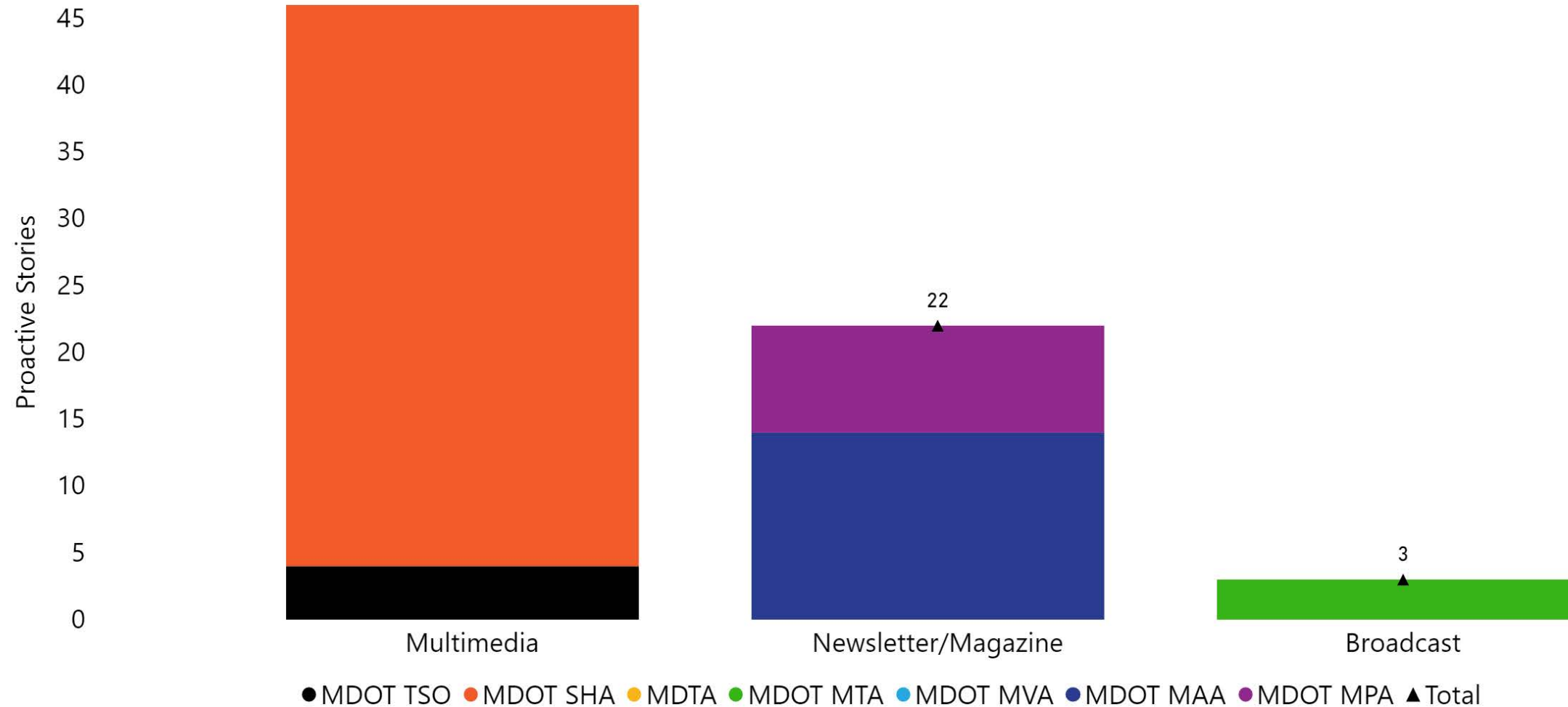


● MDOT SHA ● MDTA ● MDOT MTA ● MDOT MVA ● MDOT MAA ● MDOT MPA ● MDOT TSO

## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.4: Proactive Media

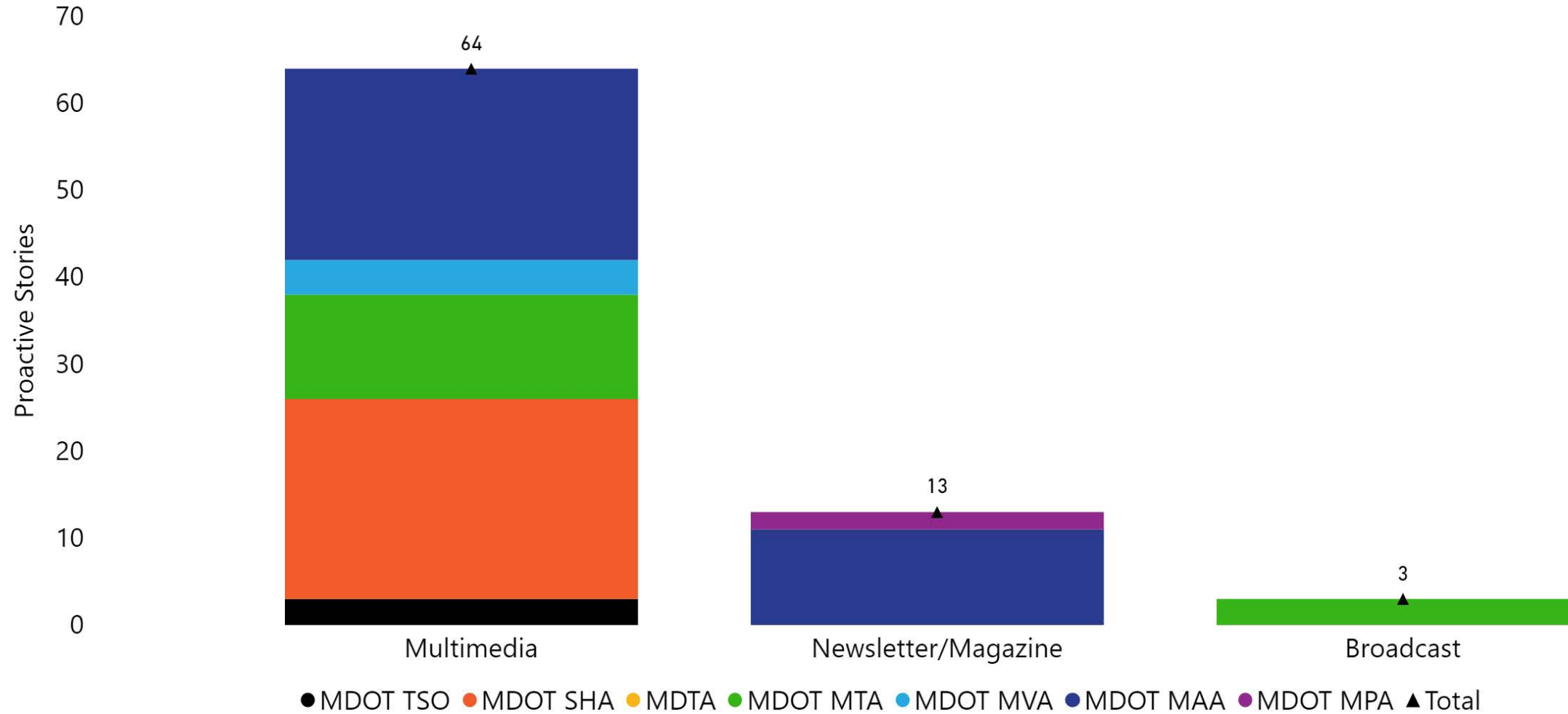
Chart 6.4B.2A: Type of MDOT Produced Proactive Content for Q3 2019



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.4: Proactive Media

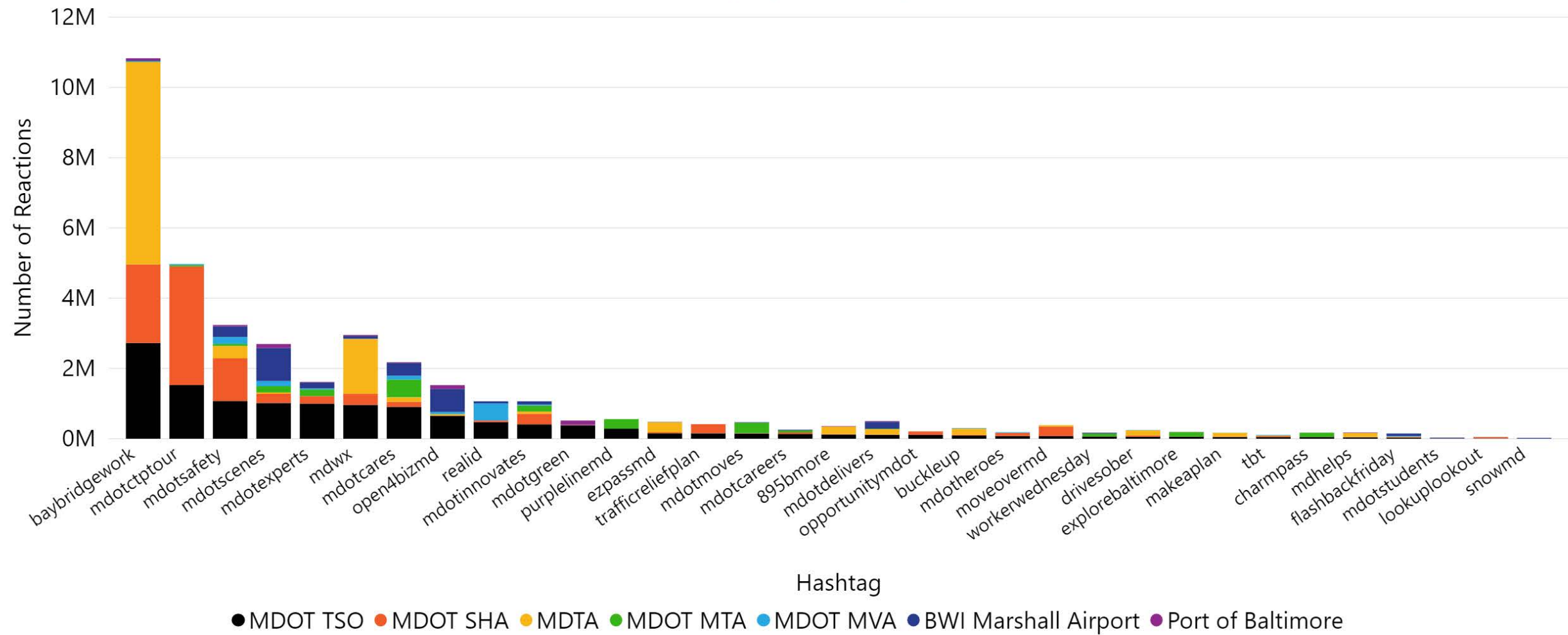
Chart 6.4B.2B: Type of MDOT Produced Proactive Content for Q4 2019



TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.4: Proactive Media

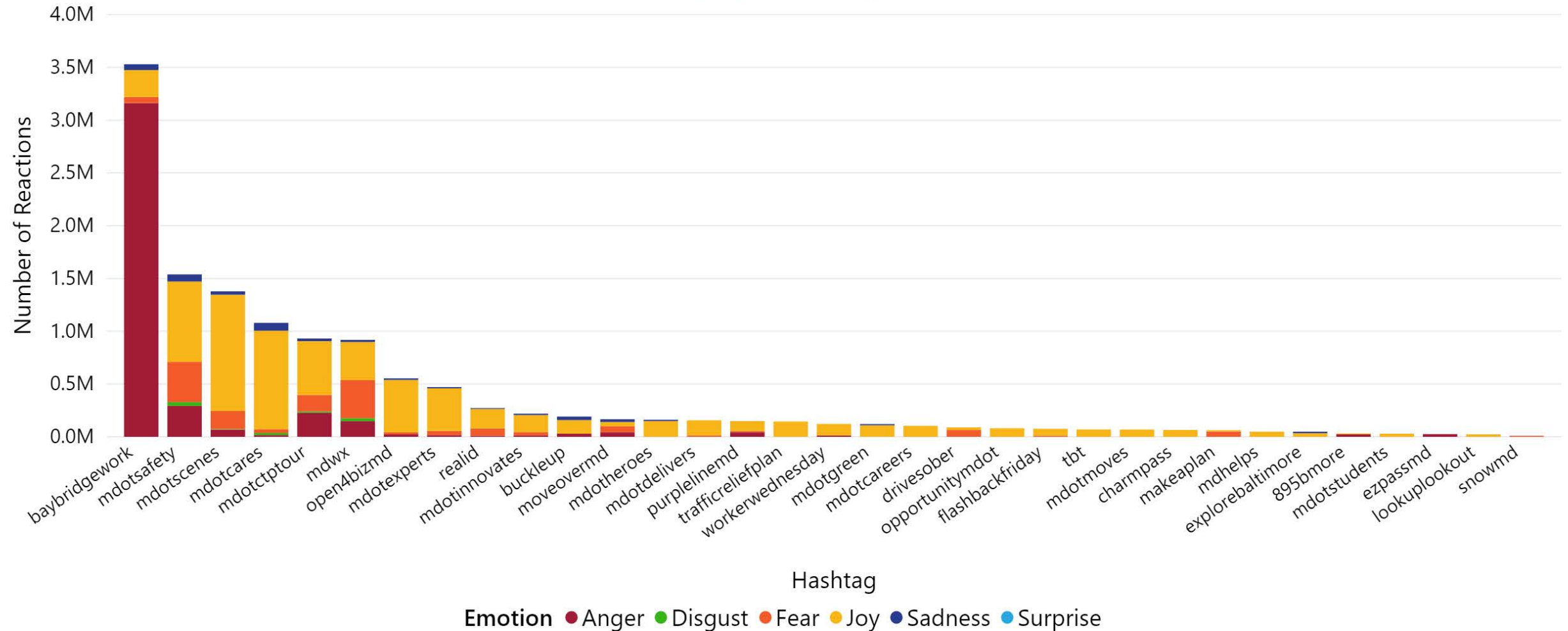
Chart 6.4D.1 - Campaign Reach by TBU Q4 2019



## TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

### PM#6.4: Proactive Media

Chart 6.4D.2 - Campaign Reach by Emotion Q4 2019









PRESENTING:

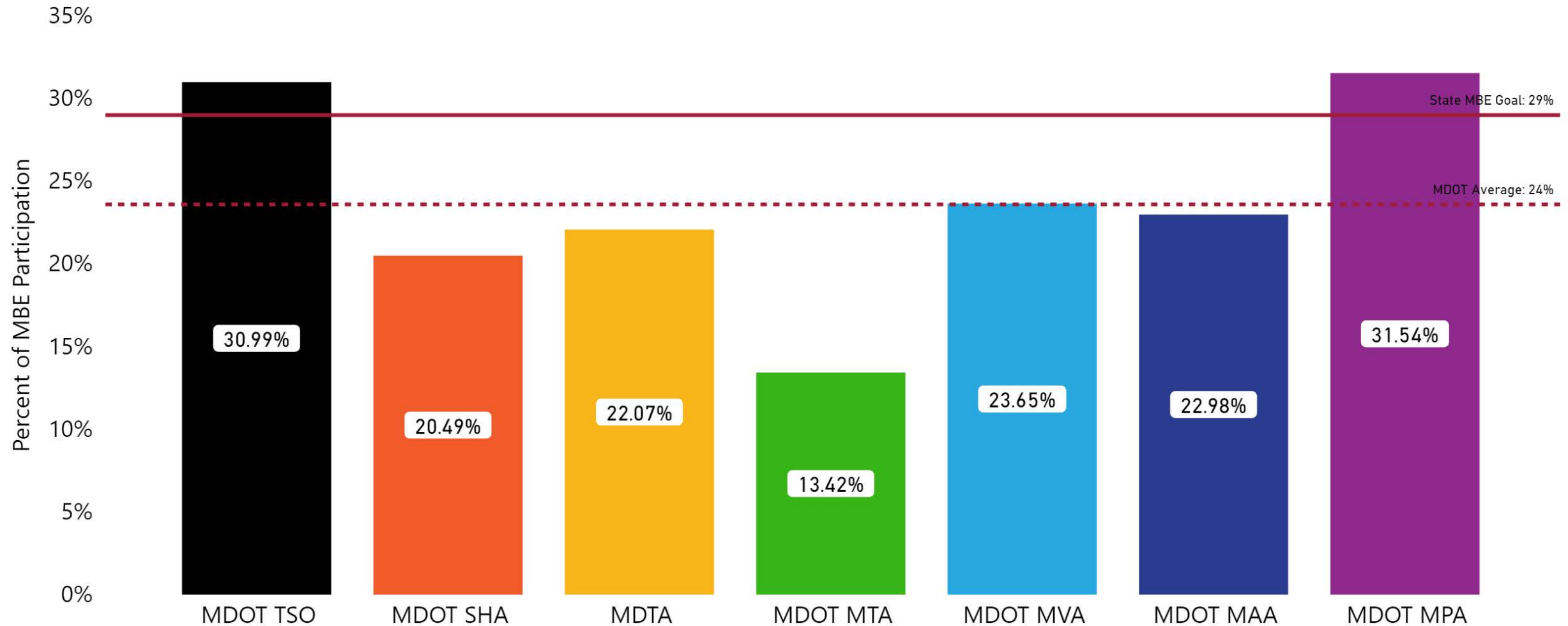
# **BE FAIR AND REASONABLE TO OUR PARTNERS**

TANGIBLE RESULT #7

## TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

### PM#7.1: Percent of MBE Participation Achieved by TBU

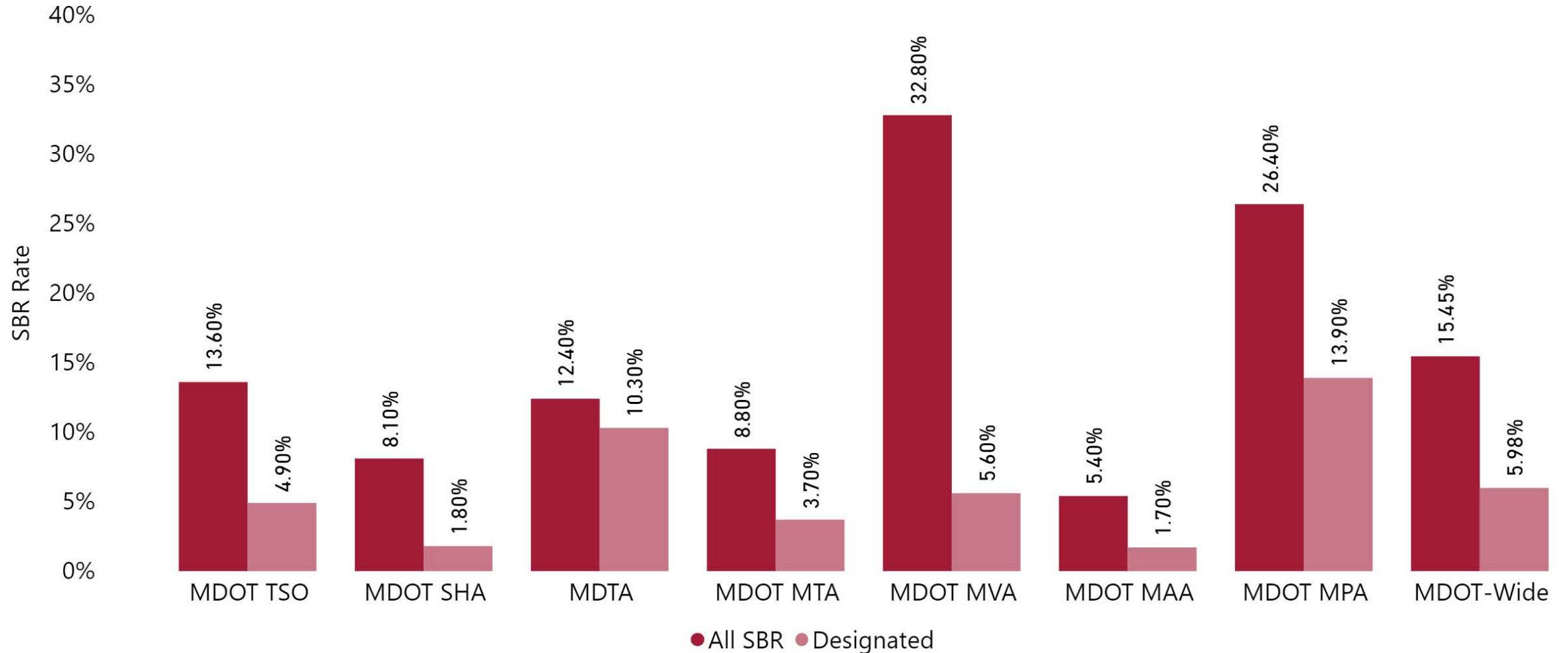
Chart 7.1.1: MBE Participation by TBU for FY 2020 (YTD)



## TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

### PM#7.2: Percent of Payments Awarded to Small Business Reserve (SBR) Contracts

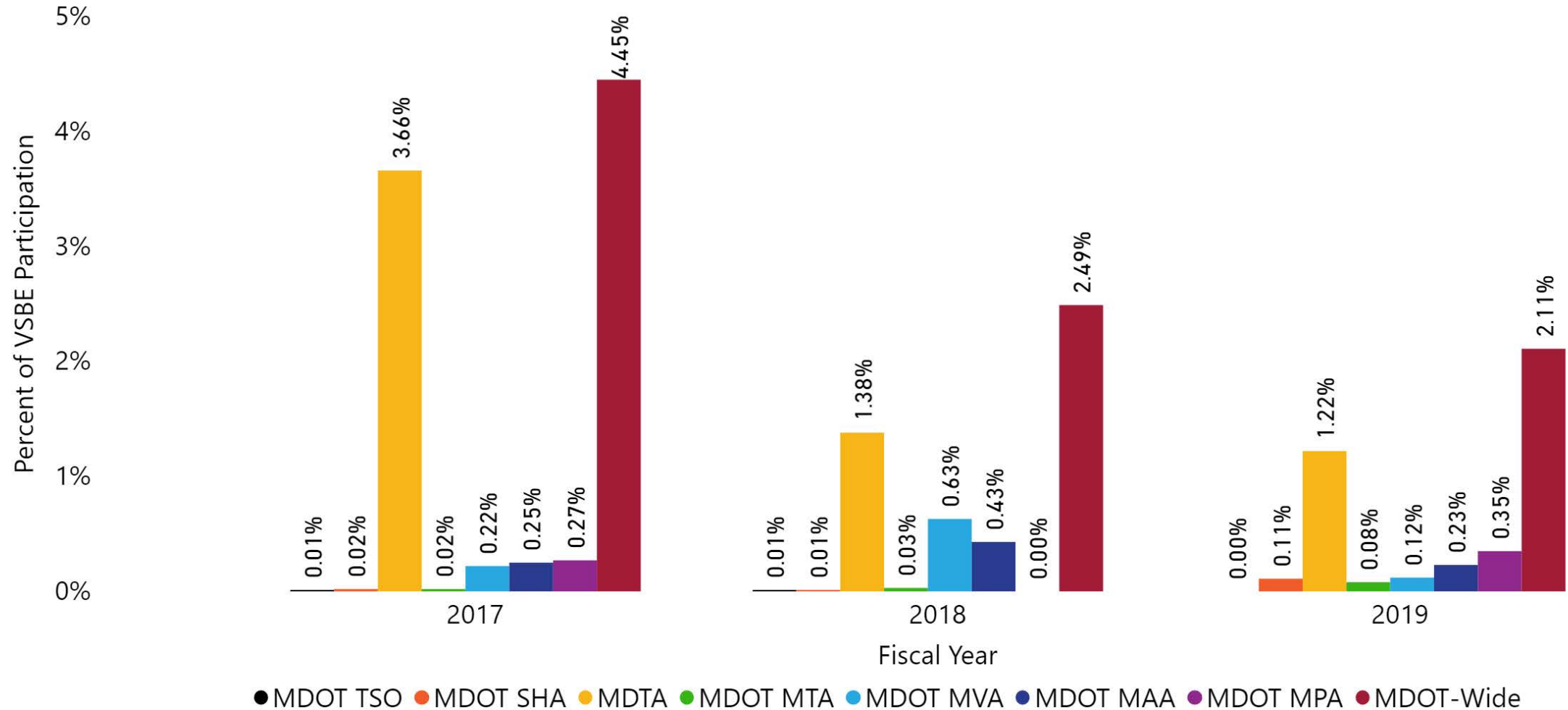
Chart 7.2.1: Annual Small Business Reserve Rate by TBU for 2019



## TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

### PM#7.3: Percent of VSBE Participation

Chart 7.3.1: Veteran-Owned Small Business Enterprise Participation by TBU

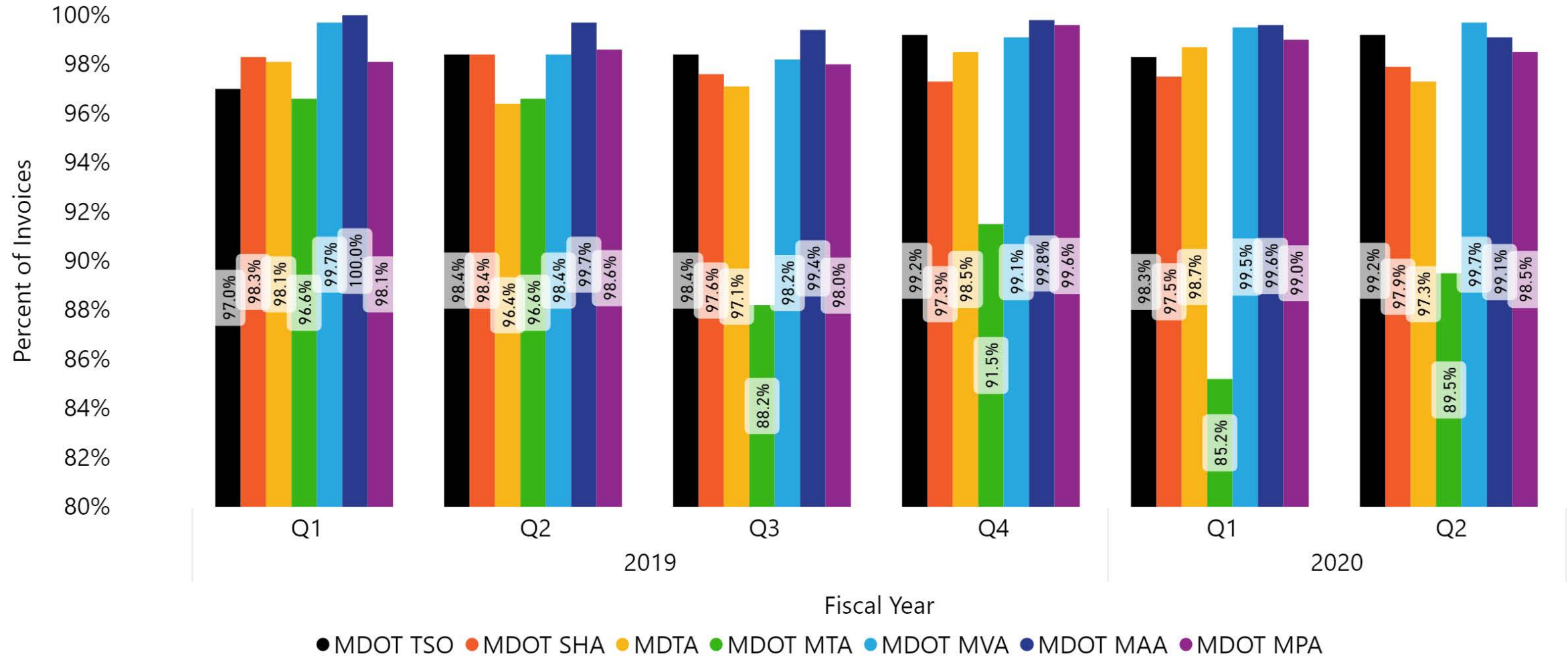




## TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

### PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

Chart 7.5.1: Percent of Invoices Properly Paid within 30 Days

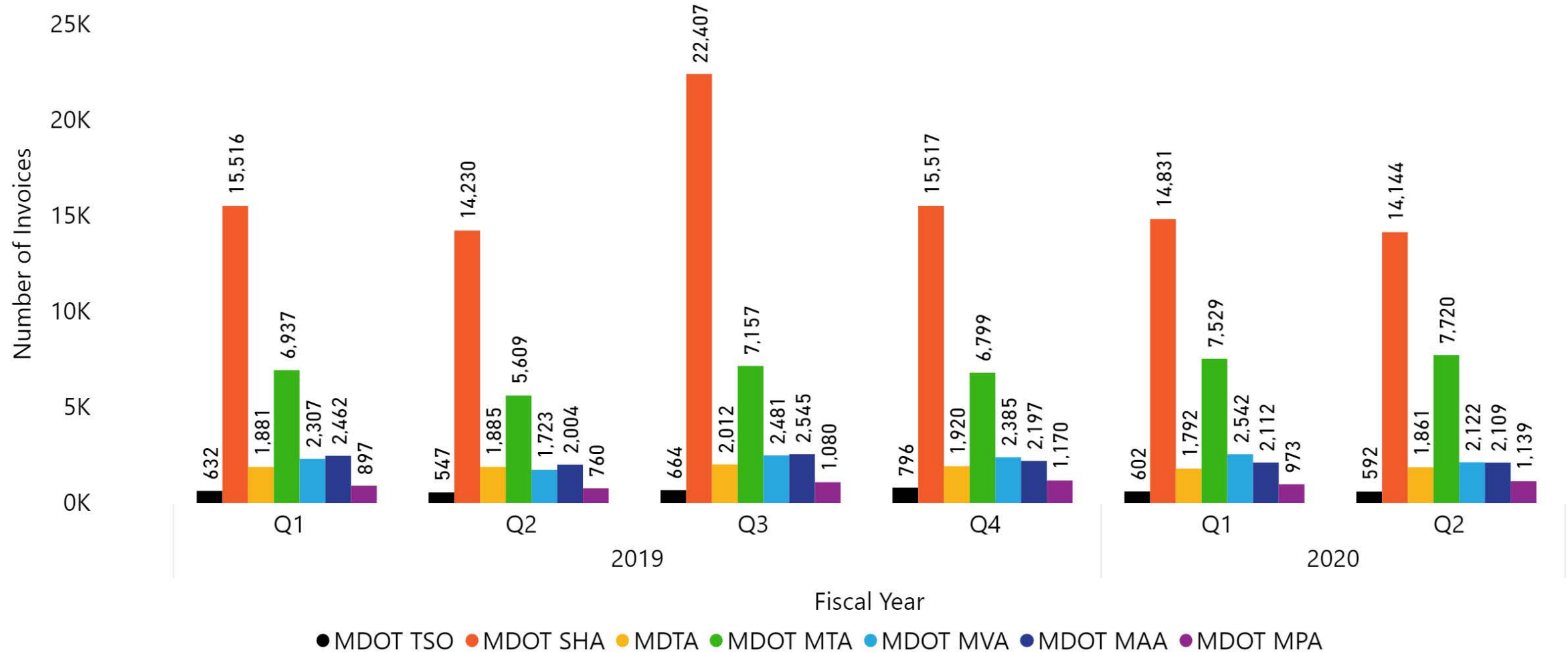




## TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

### PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

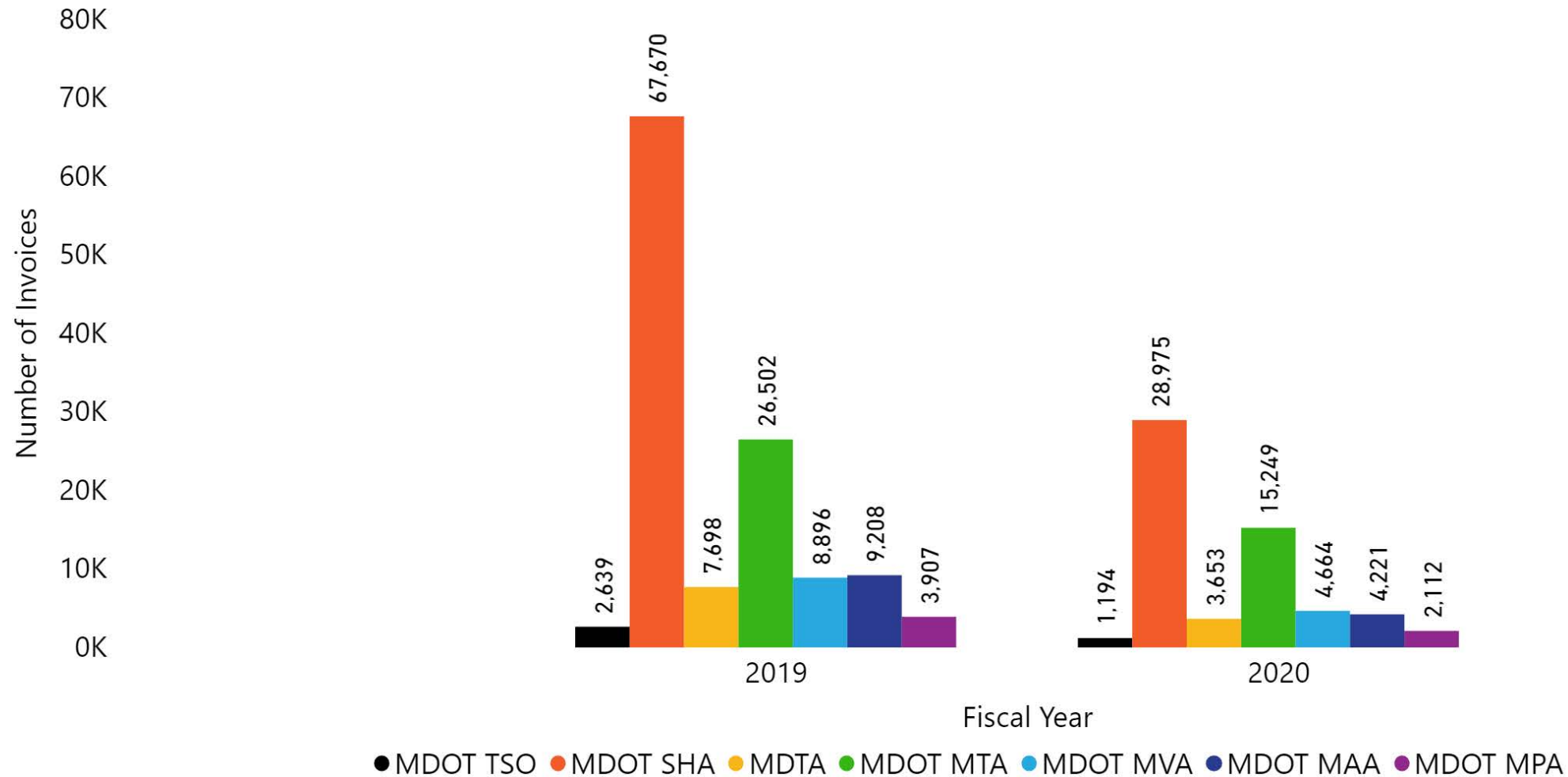
Chart 7.5.2: Total Number of Invoices Paid



## TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

### PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements

Chart 7.5.3: Total Number of Invoices by TBU 2019-2020 (YTD)



## TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

### PM#7.6: MDOT Procurement Protests Filed and Upheld by the Board of Contract Appeals

Chart 7.6.1: Running Twelve Month Procurement Protests by Quarter

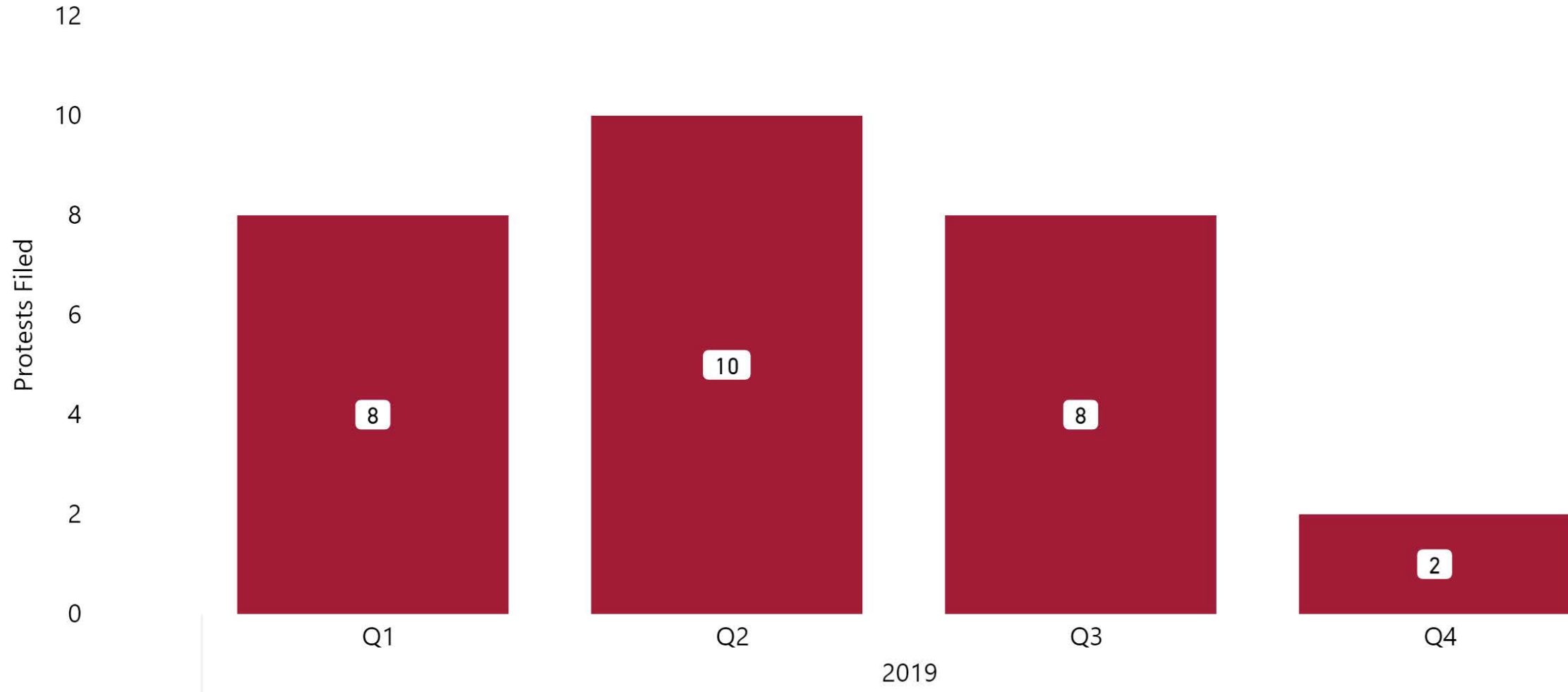
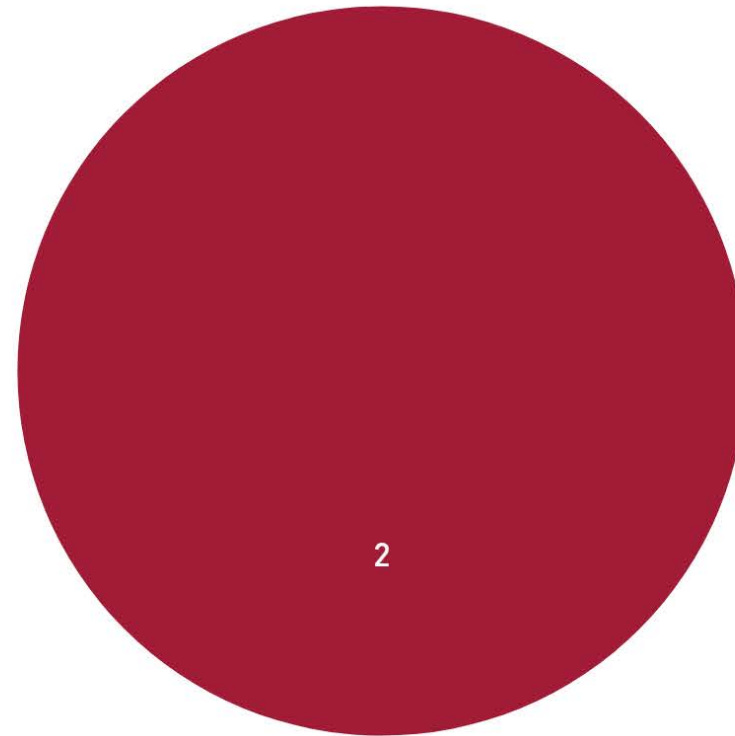
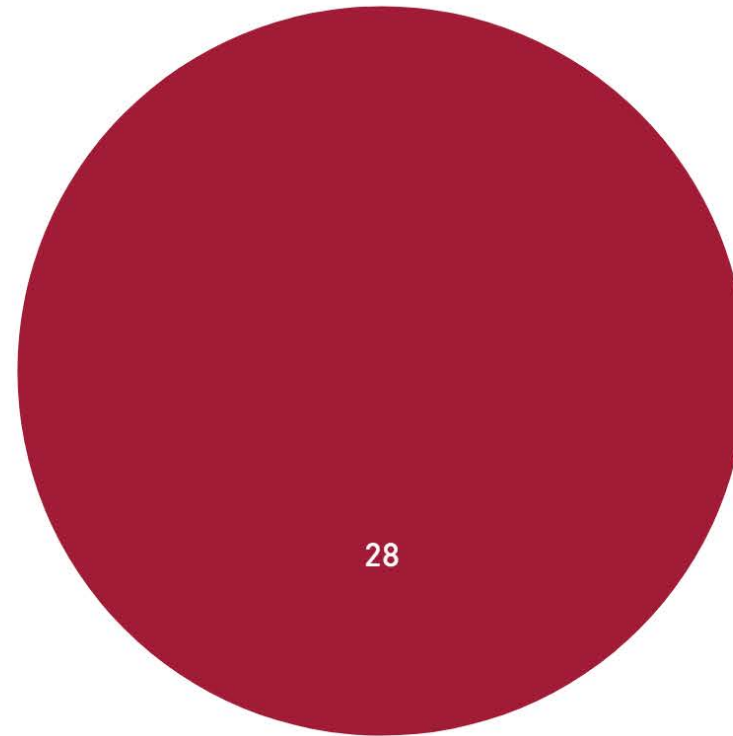


Chart 7.6.2: Protests Appealed/Not Appealed for Q4 2019



● Protests Appealed ● Protests Not Appealed

Chart 7.6.3: Protests Won/Pending/Lost 2019



● Won ● Pending ● Lost



PRESENTING:

# **BE A GOOD NEIGHBOR**

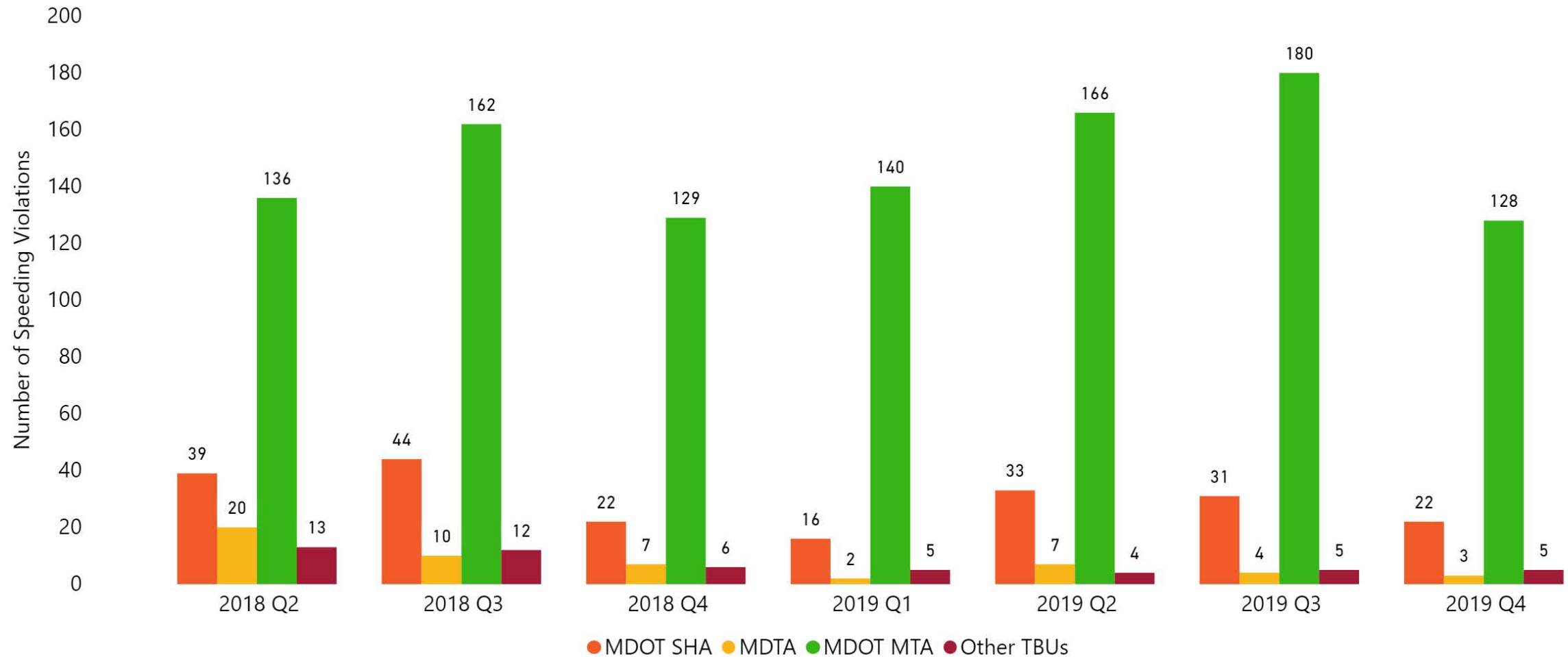
TANGIBLE RESULT #8



## TR#8: BE A GOOD NEIGHBOR

### PM#8.3: Number of Traffic Violations While Driving a State Vehicle

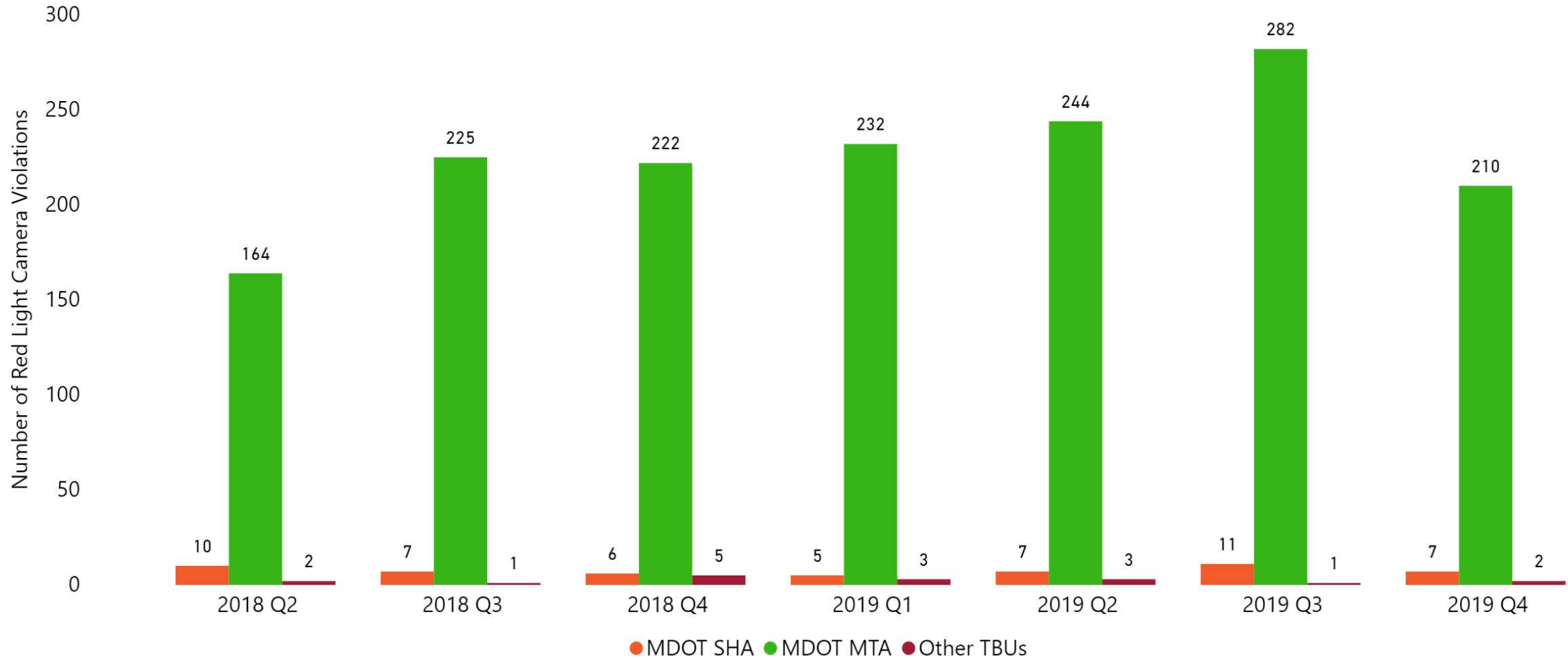
Chart 8.3.1: Speeding Violations by TBU



## TR#8: BE A GOOD NEIGHBOR

### PM#8.3: Number of Traffic Violations While Driving a State Vehicle

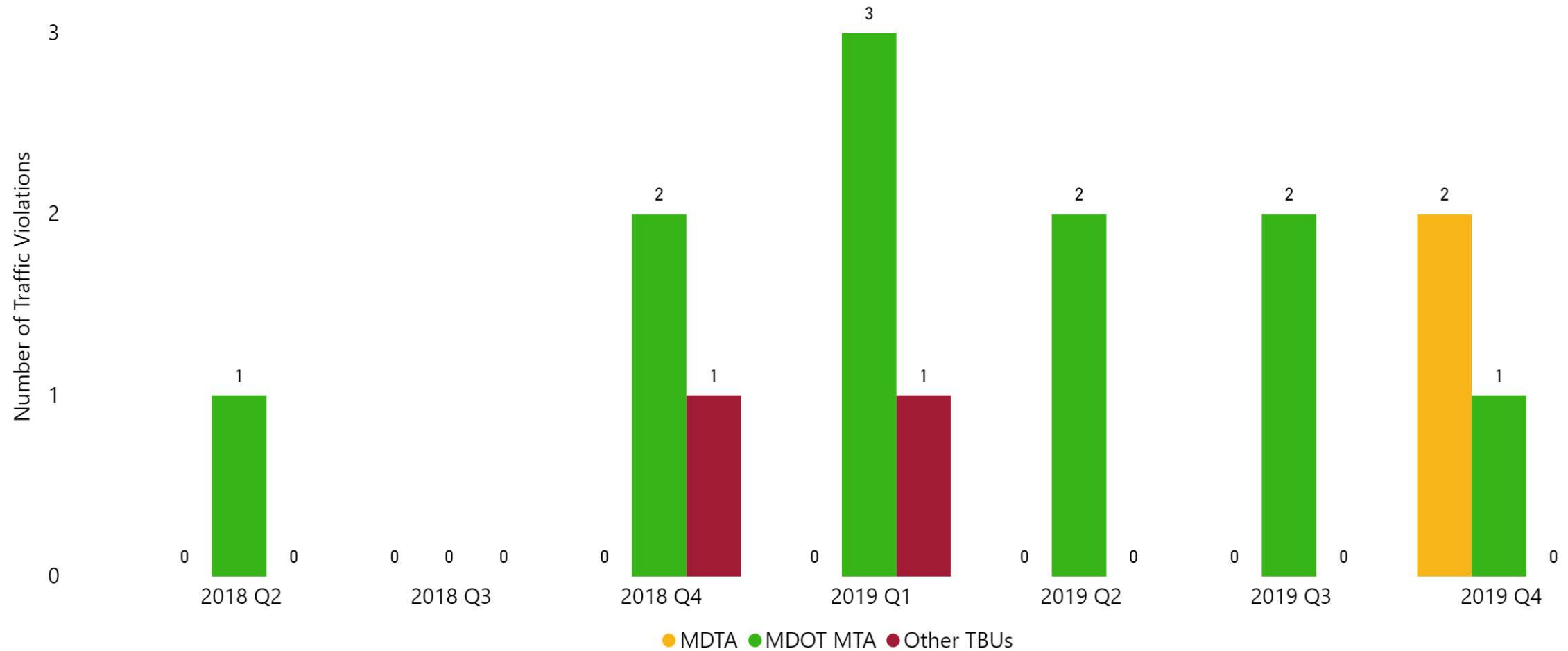
Chart 8.3.2: Red Light Camera Violations by TBU



## TR#8: BE A GOOD NEIGHBOR

### PM#8.3: Number of Traffic Violations While Driving a State Vehicle

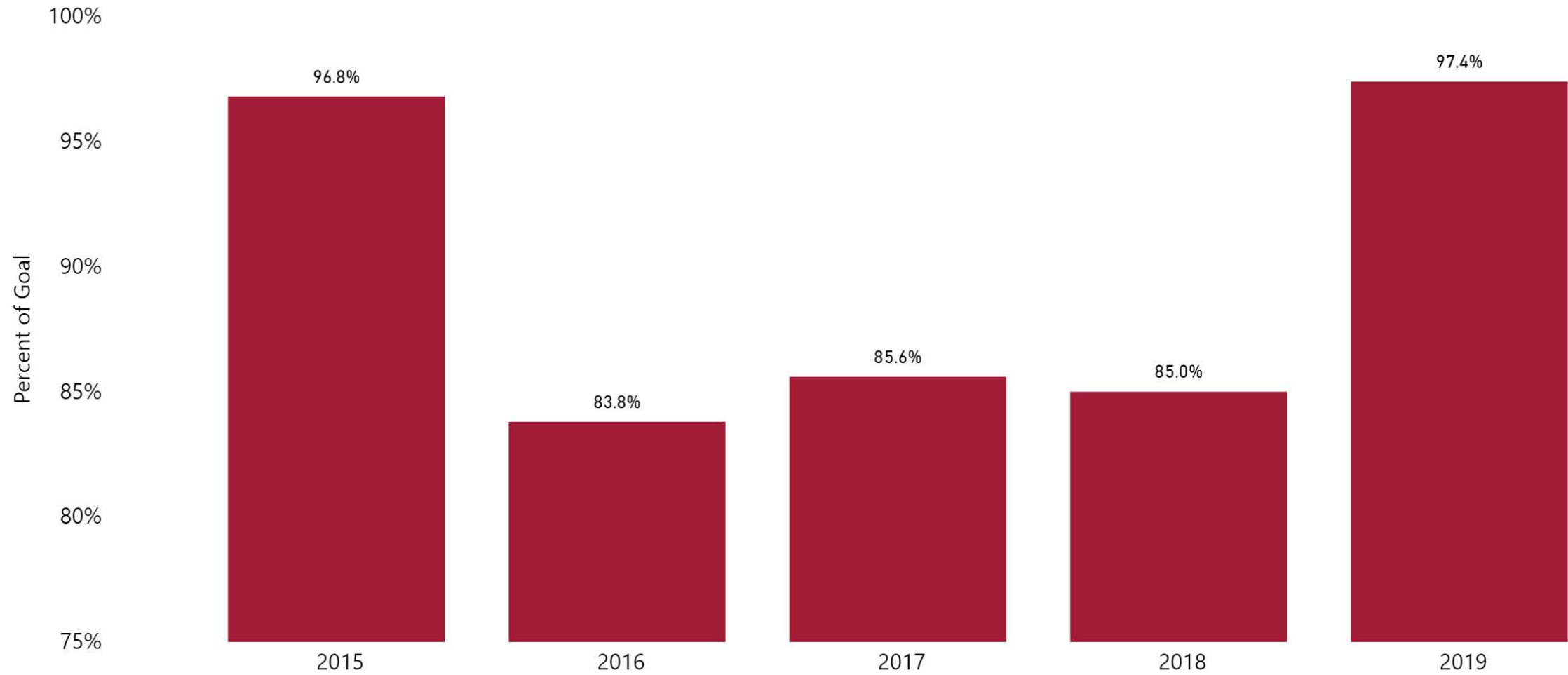
Chart 8.3.3: All Other Traffic Violations by TBU



## TR#8: BE A GOOD NEIGHBOR

### PM#8.4: Charity Campaign Participation

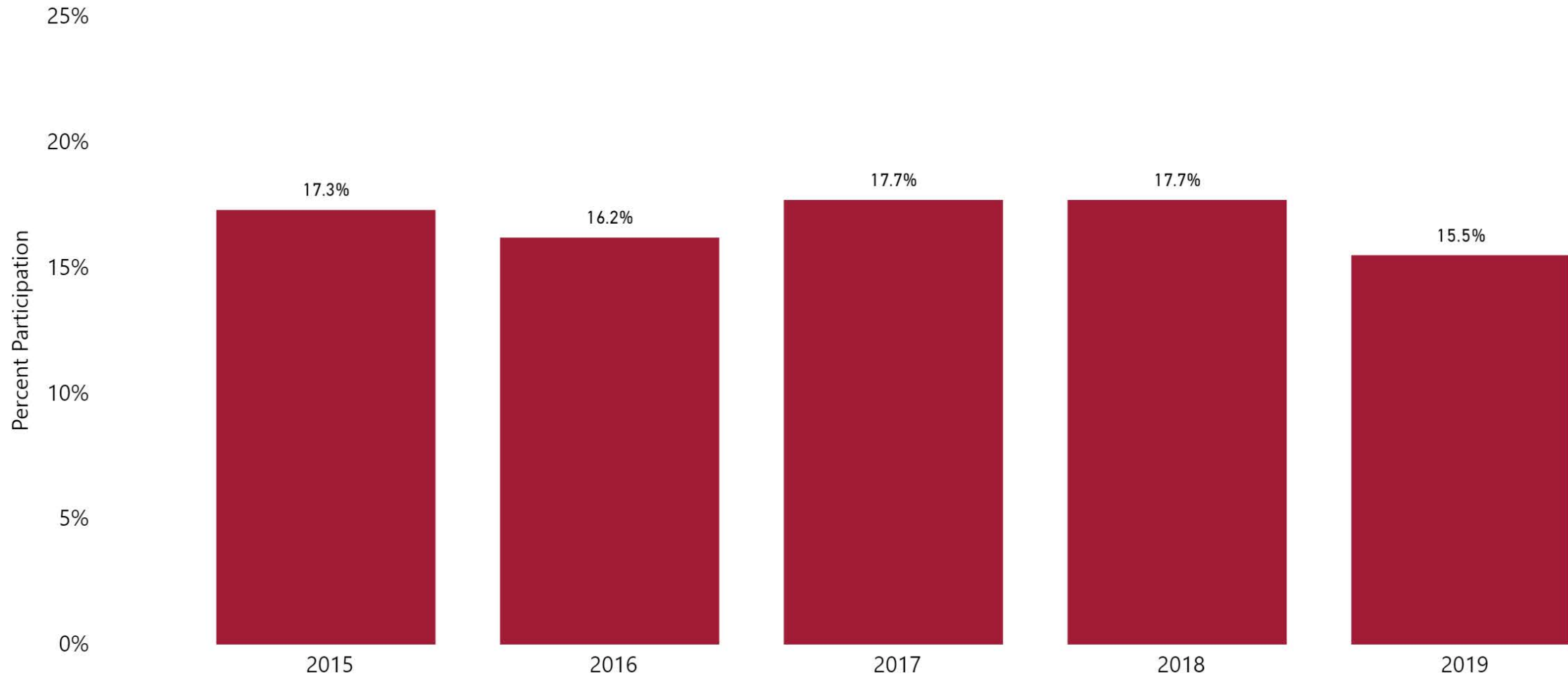
Chart 8.4.1: MDOT-Wide Percent of Charitable Goal Raised



## TR#8: BE A GOOD NEIGHBOR

### PM#8.4: Charity Campaign Participation

Chart 8.4.2: MDOT-Wide Percent of Participation





PRESENTING:

# **BE A GOOD STEWARD OF OUR ENVIRONMENT**

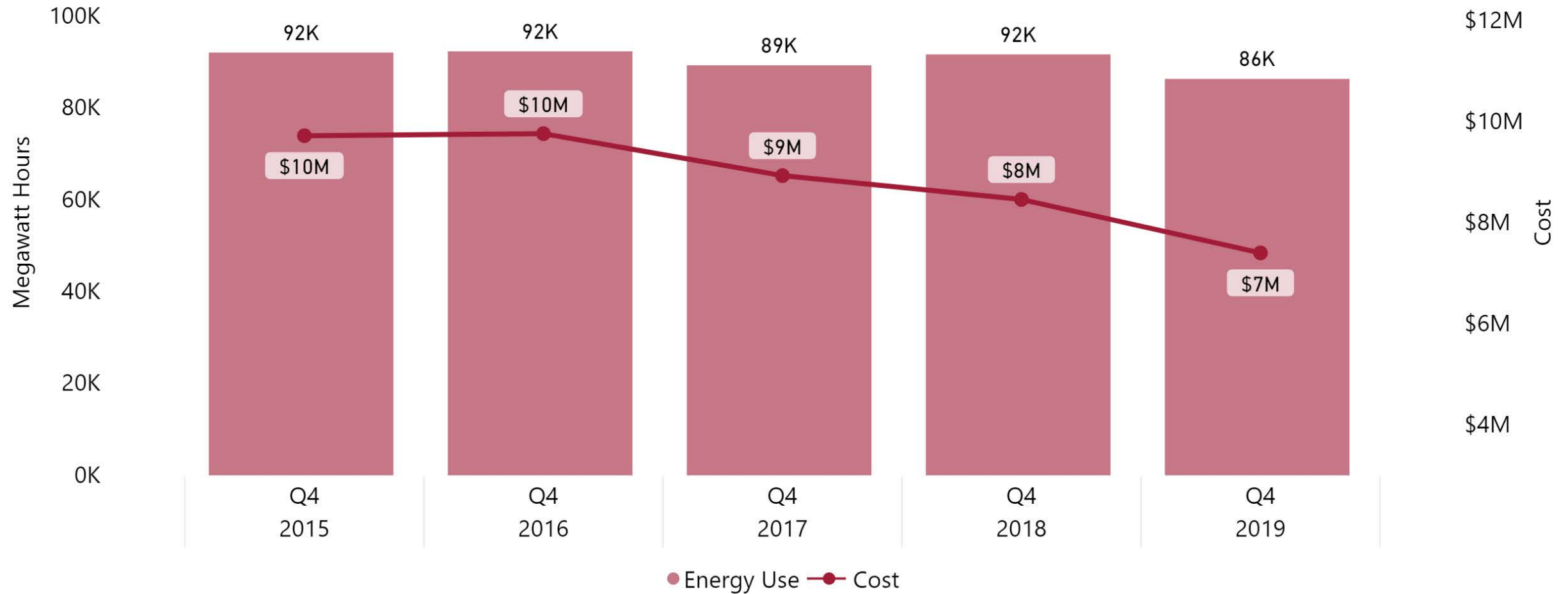
TANGIBLE RESULT #9



## TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

### PM#9.3: Energy Management

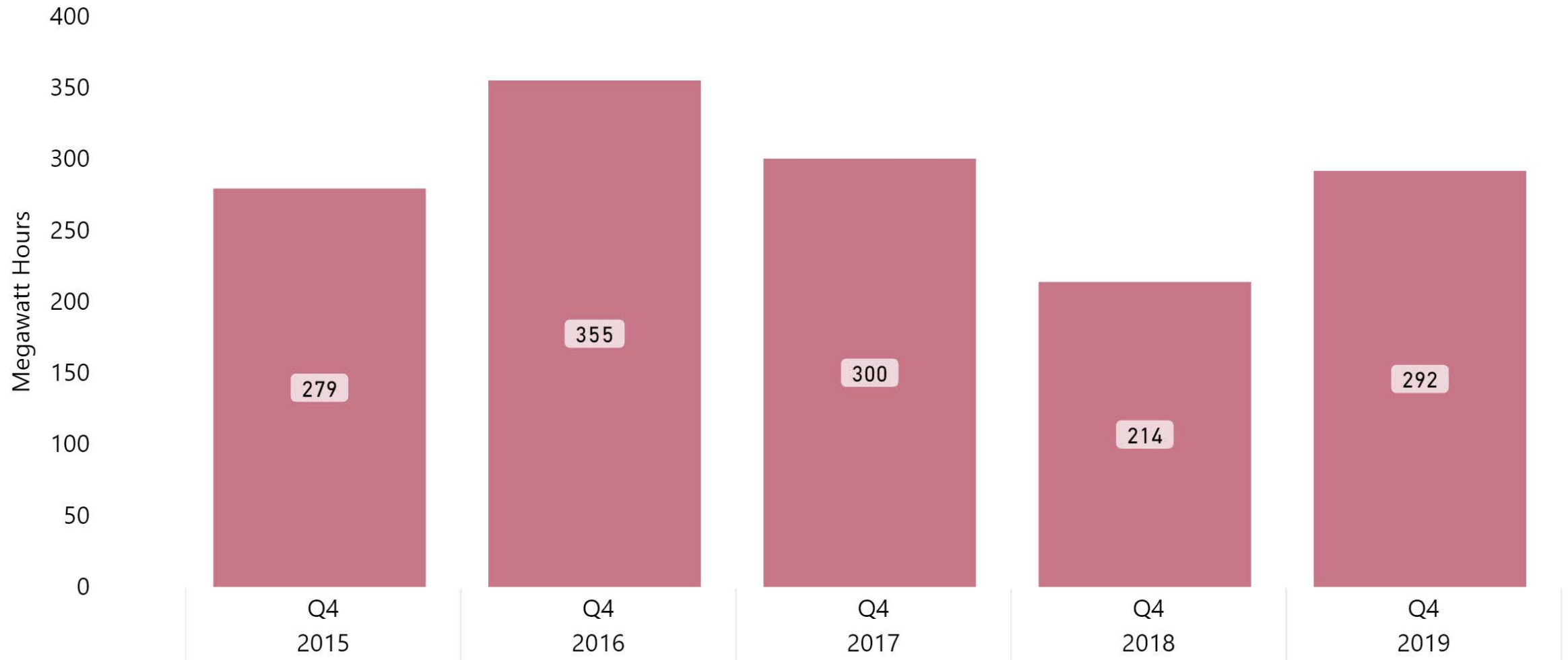
Chart 9.3C.1: Total MDOT Utility Generated Electricity Use & Cost



## TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

### PM#9.3: Energy Management

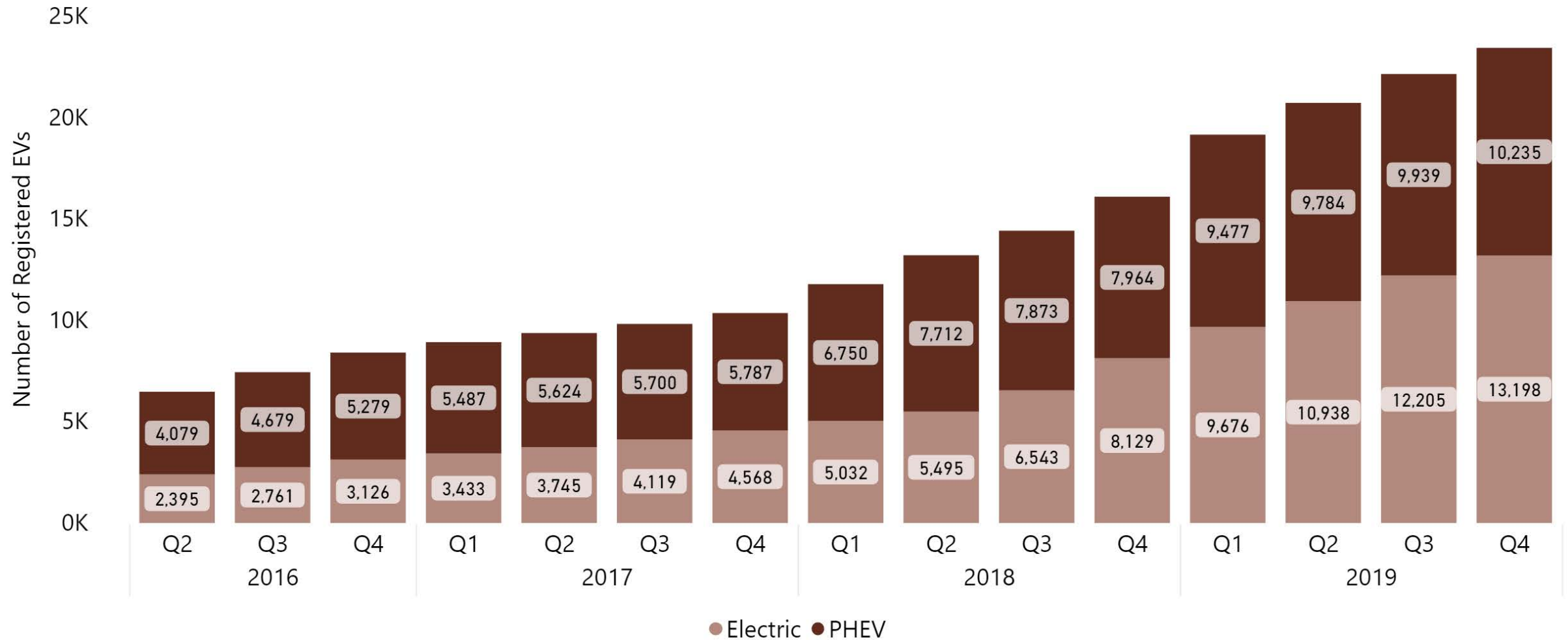
Chart 9.3D.1: Total MDOT Renewable Energy Generation



## TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

### PM#9.4: Air Quality

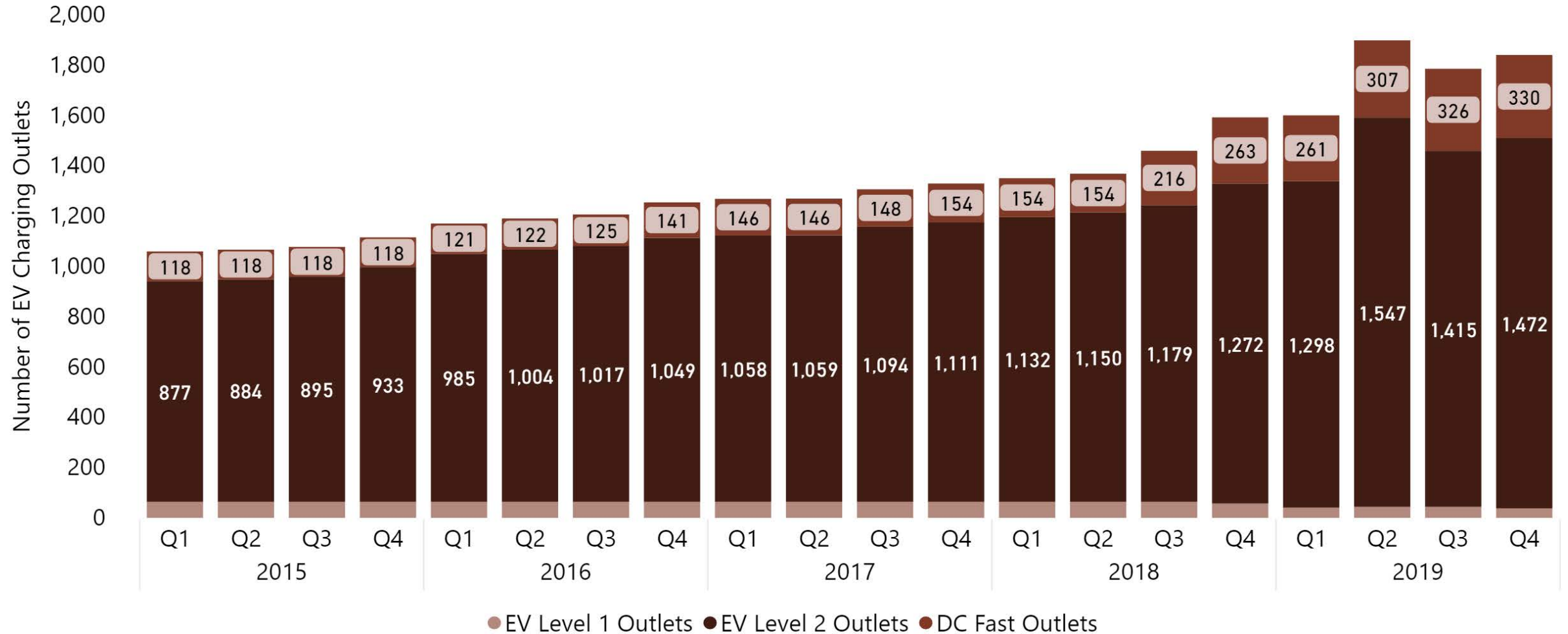
Chart 9.4A.1: Electric Vehicles Registered in Maryland



## TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

### PM#9.4: Air Quality

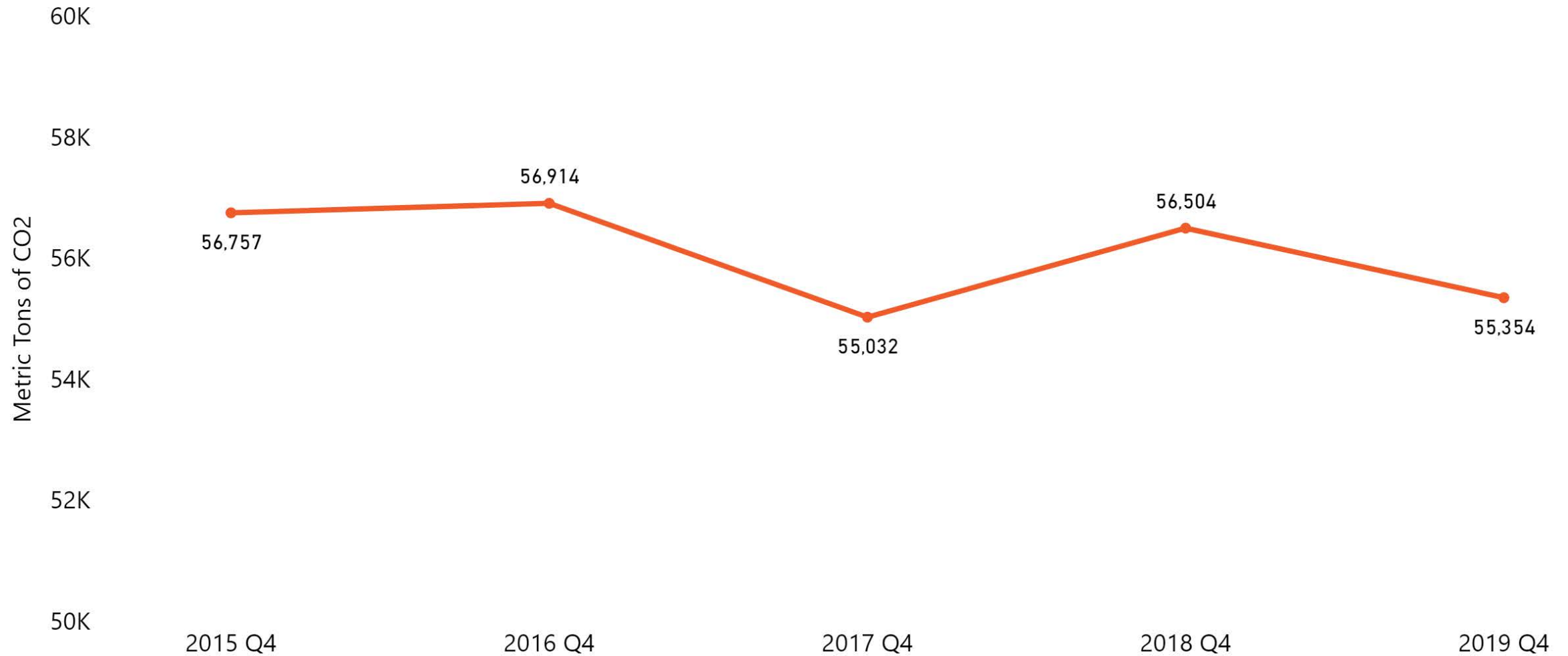
Chart 9.4A.2: Electric Vehicle Charging Outlets



## TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

### PM#9.4: Air Quality

Chart 9.4B.2: CO2e Emissions from Electricity Use





PRESENTING:

# **FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND**

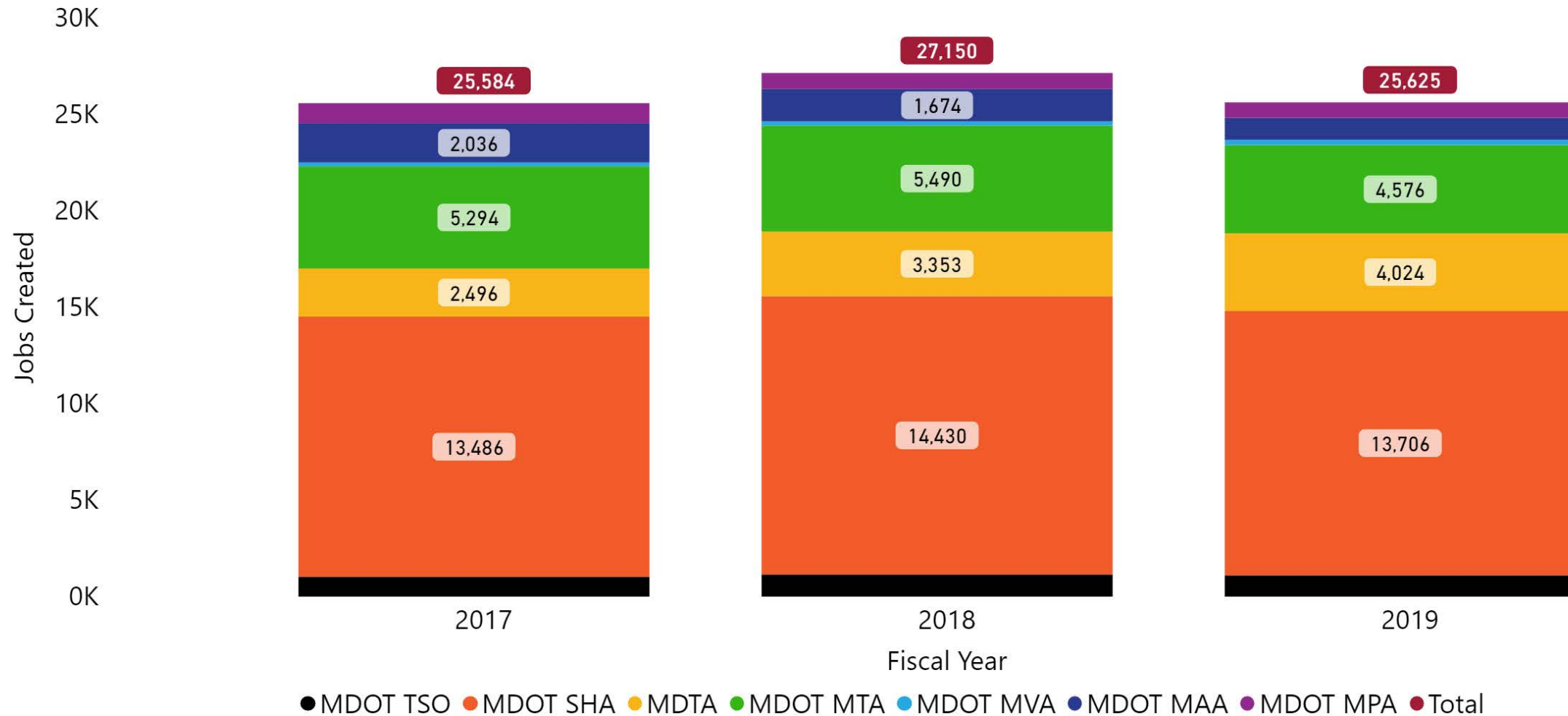
TANGIBLE RESULT #10



## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.1: Economic Return from Transportation Investment

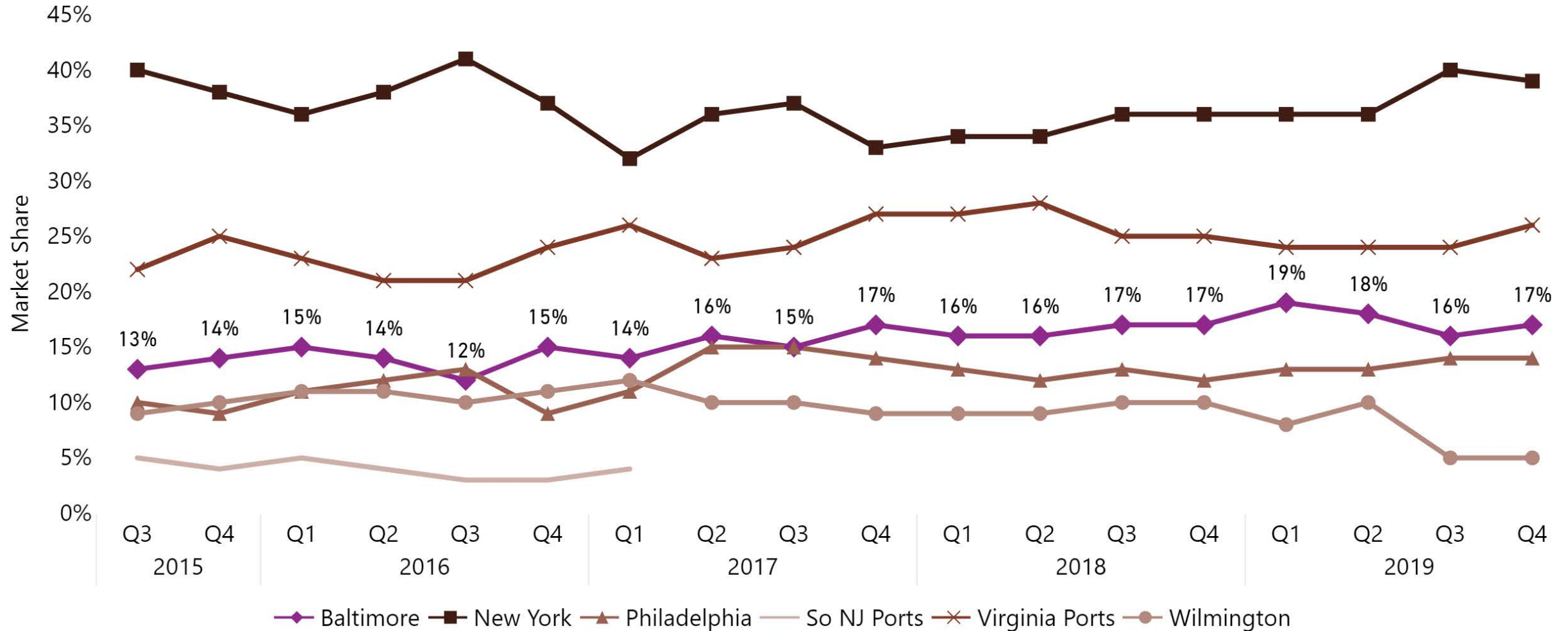
Chart 10.1.1: Estimated Number of Jobs Created by TBU Capital/Construction Programs



# TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

## PM#10.3: Freight Mobility

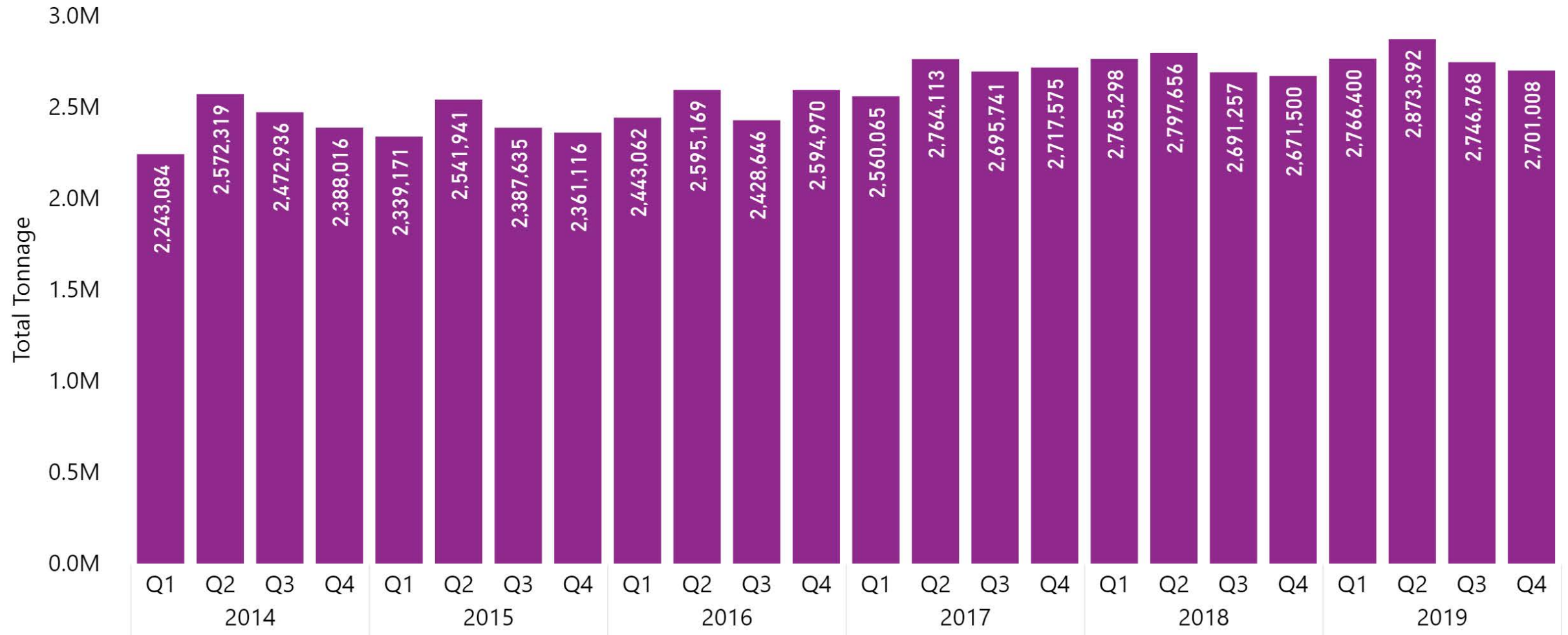
Chart 10.3A.1: Quarterly Market Share, Mid-Atlantic Ports



## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.3: Freight Mobility

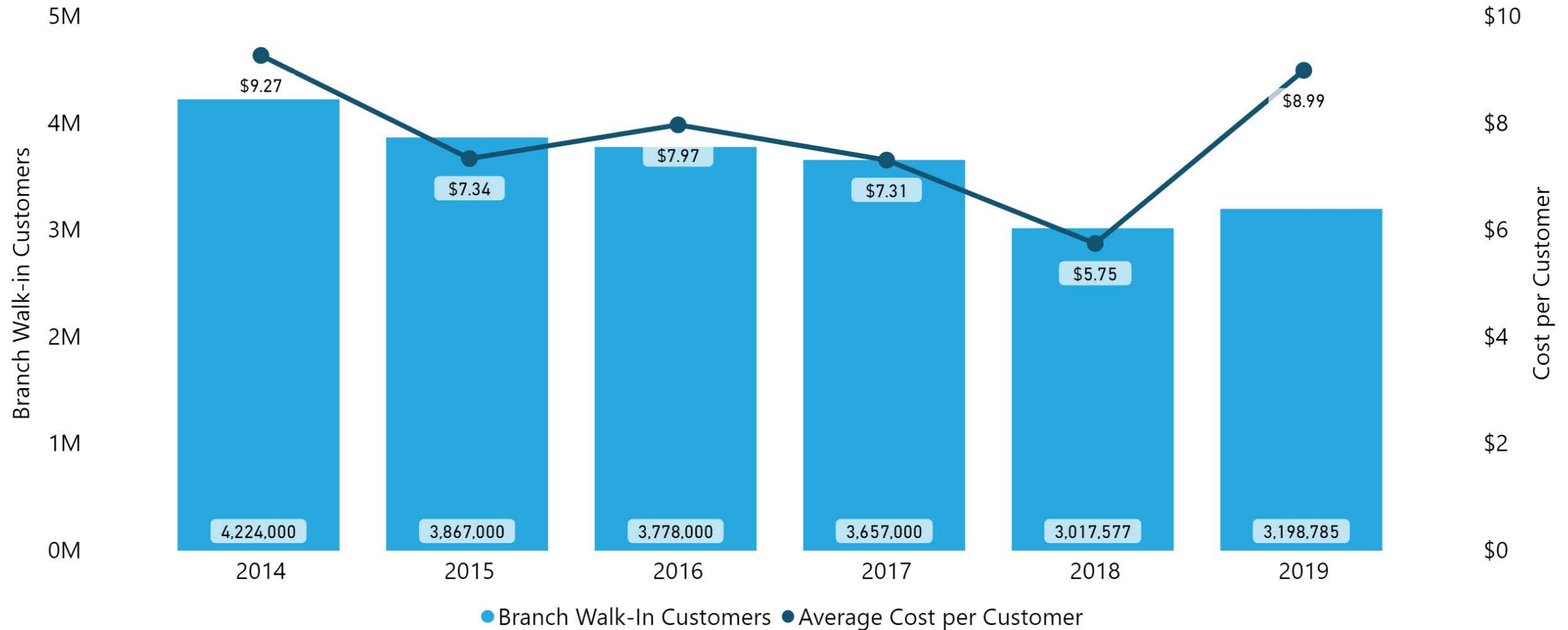
Chart 10.3B.1: MPA Total General Cargo Tons



## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.6: Total User Cost Savings

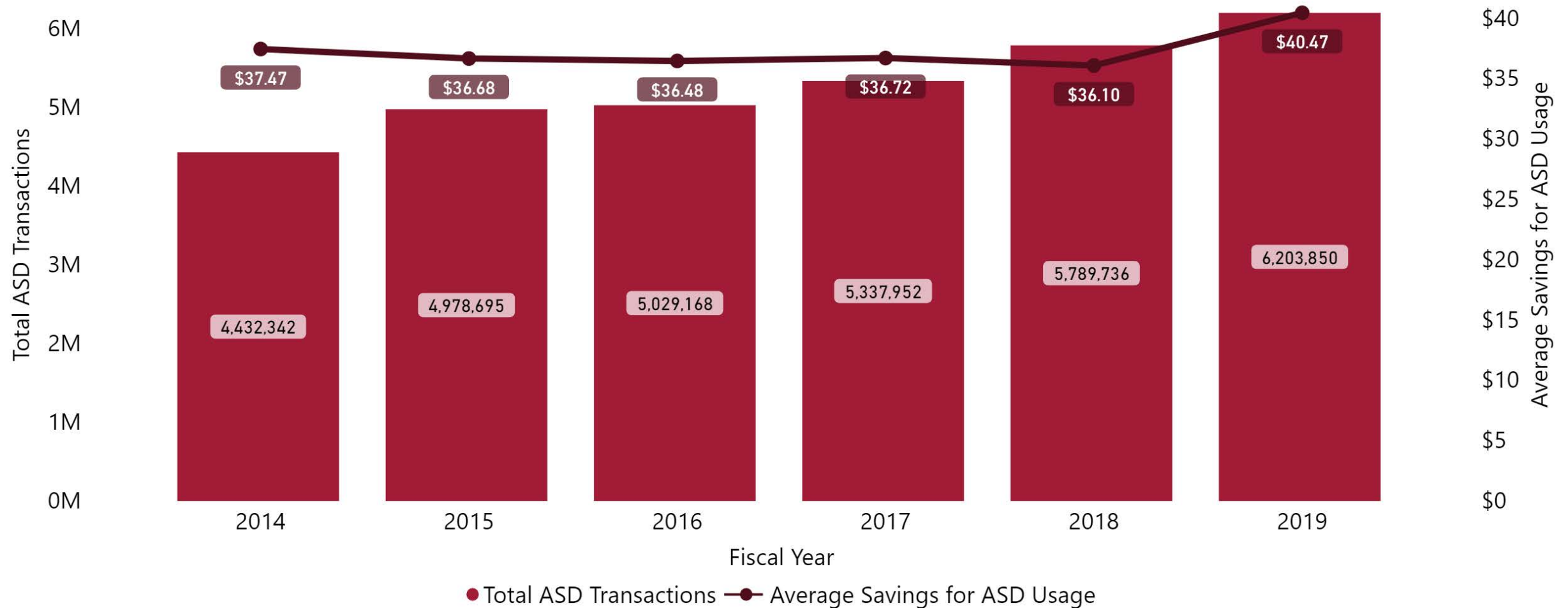
Chart 10.6B.1: Opportunity Cost per Customer Due to Wait Time



## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.6: Total User Cost Savings

Chart 10.6C.1: Opportunity Cost Savings to Individual Customers for Alternative Service Delivery (ASD) Usage

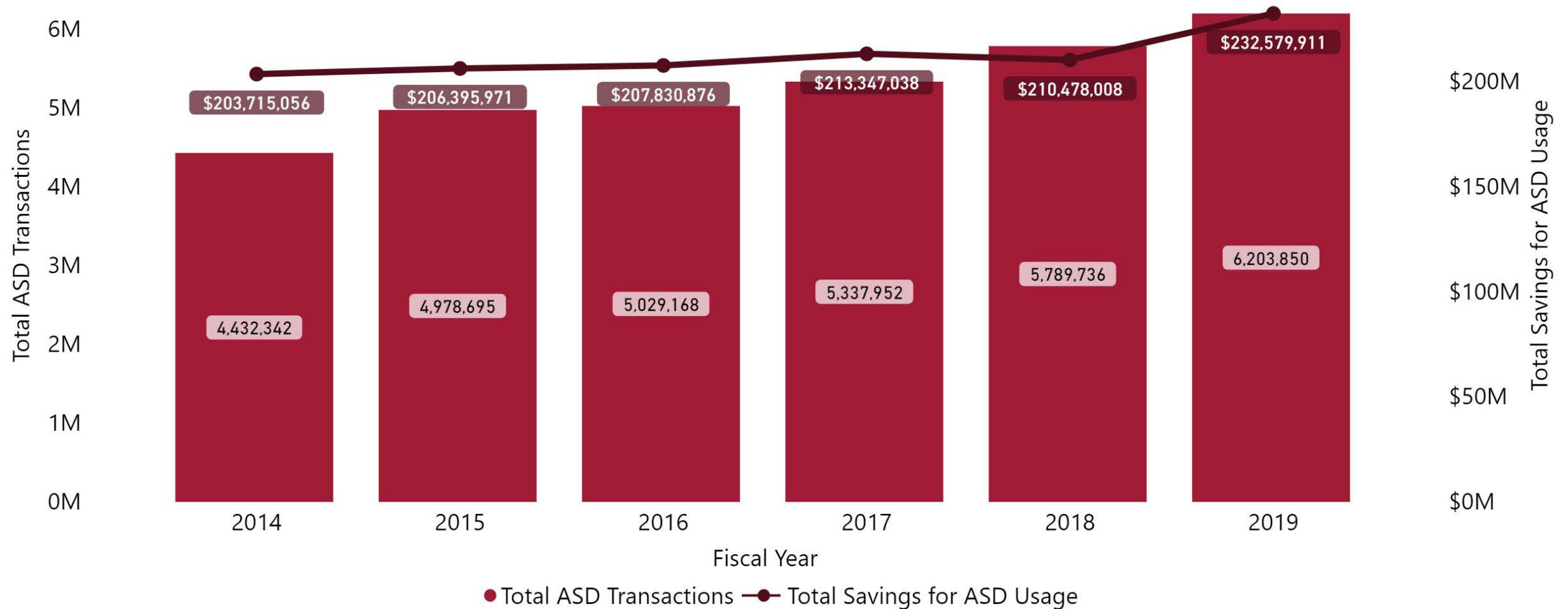




## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.6: Total User Cost Savings for the Traveling Public due to Congestion Management

Chart 10.6C.2: Opportunity Cost Savings to Customer for ASD Usage Total

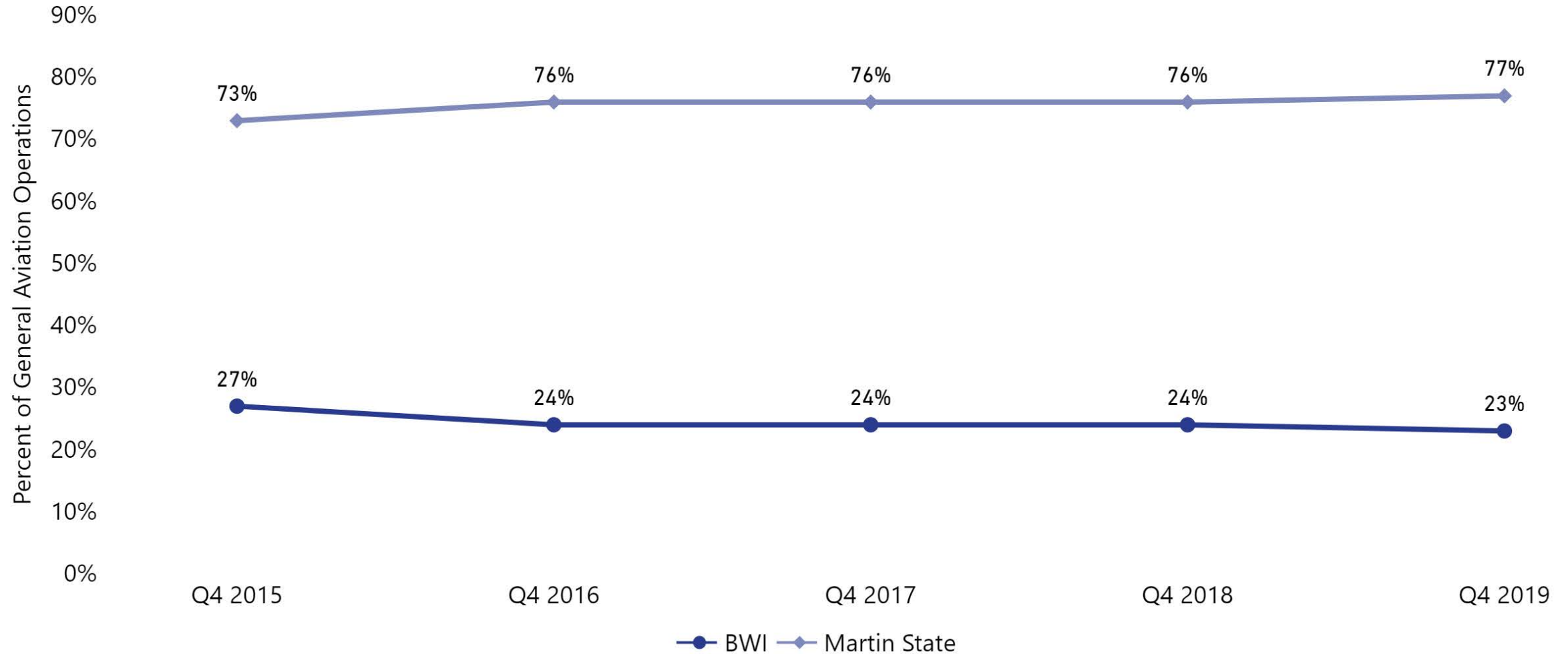




## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.8: Market Share

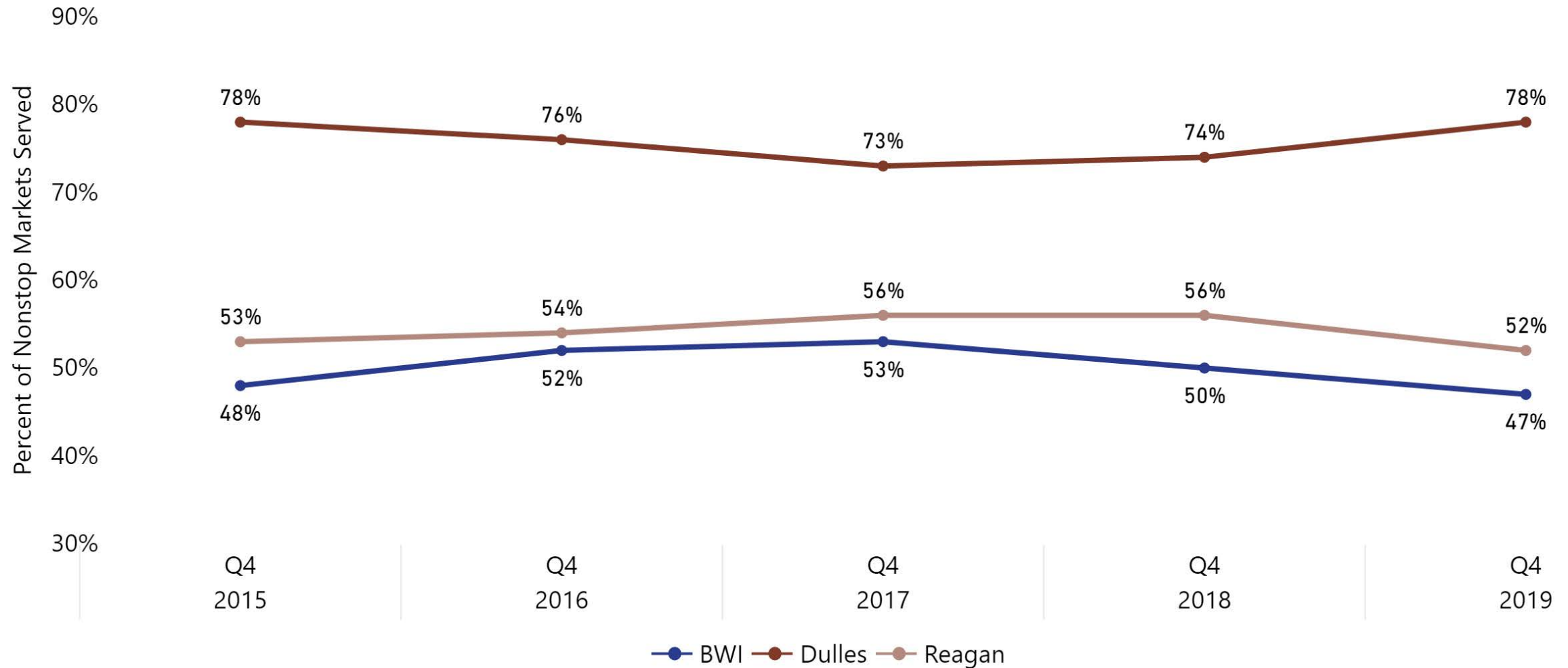
Chart 10.8A.1: Percent of All General Aviation Operations Other than Local Operations



## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.8: Market Share

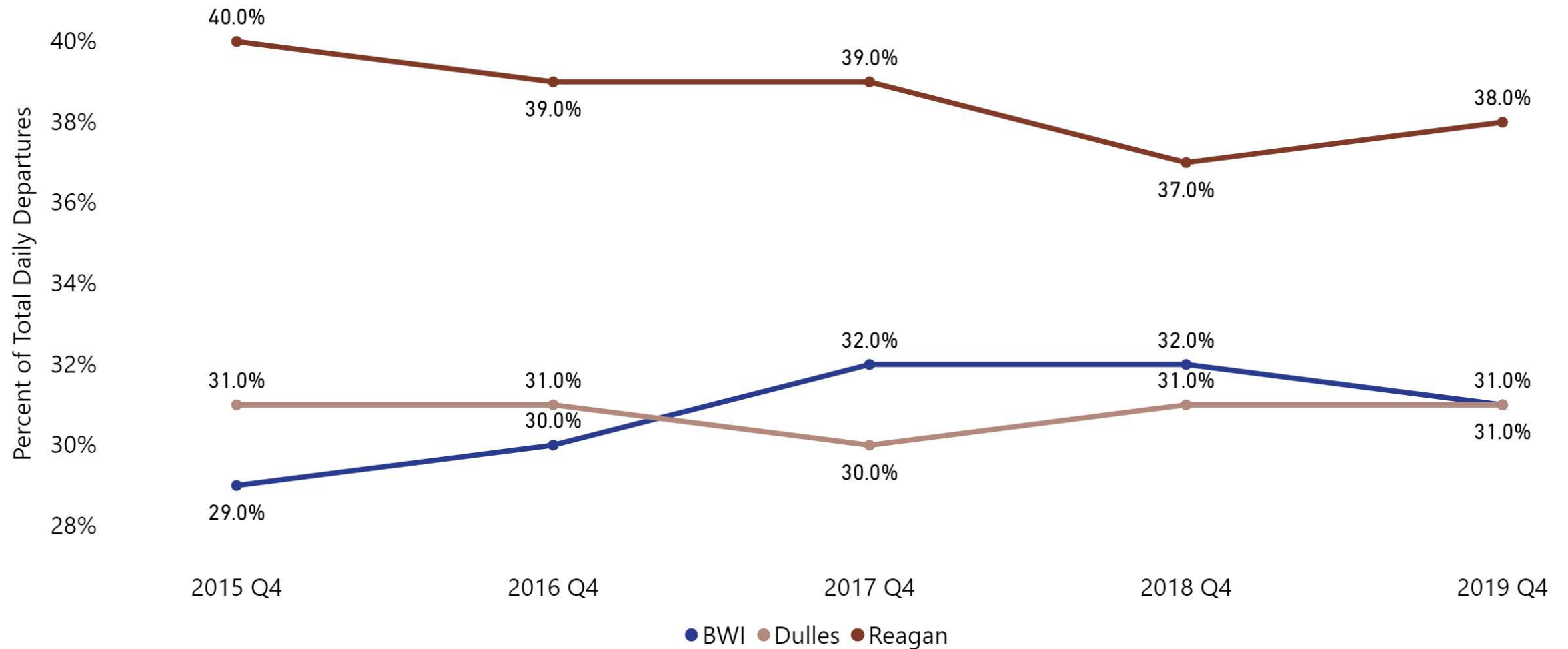
Chart 10.8B.1: Percent of Nonstop Markets Served Relative to Benchmark Airports



## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.8: Market Share

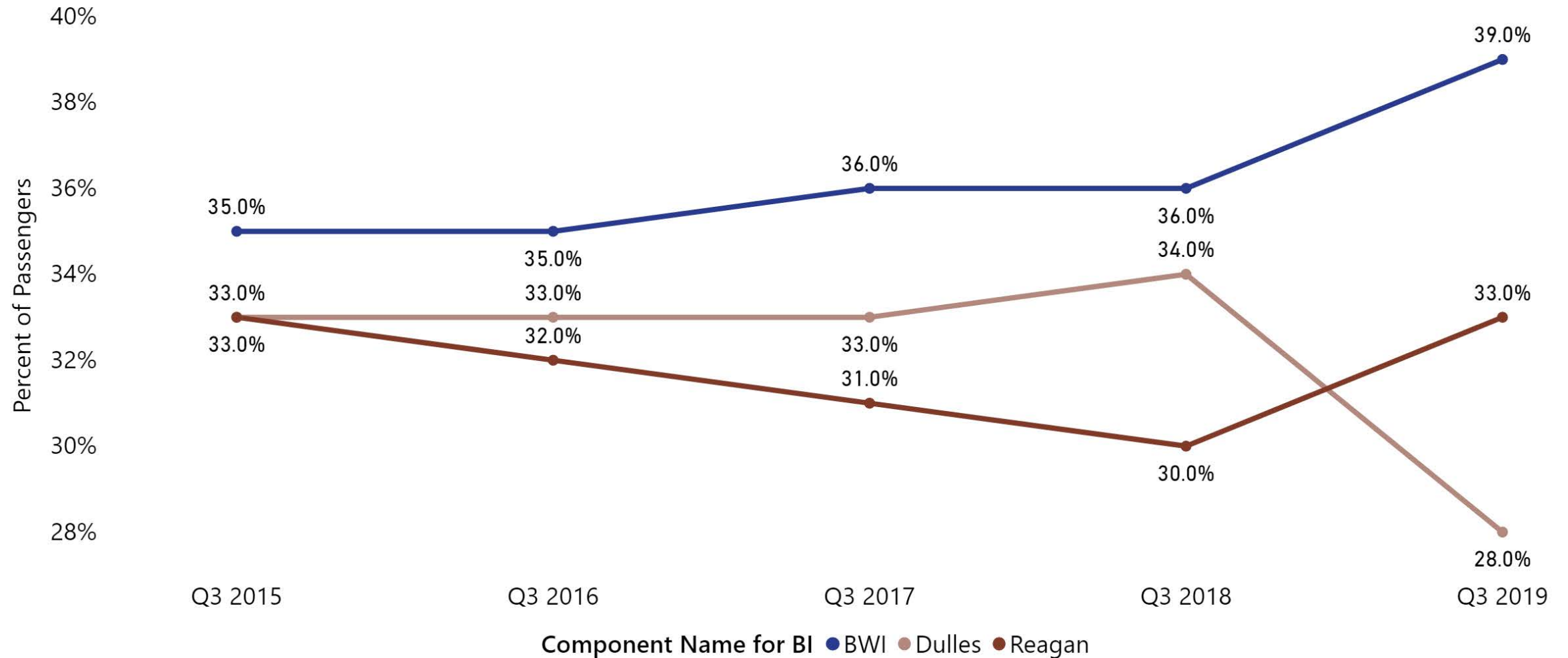
Chart 10.8C.1: Percent of Total Daily Departures at the Region's Airports



## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.8: Market Share

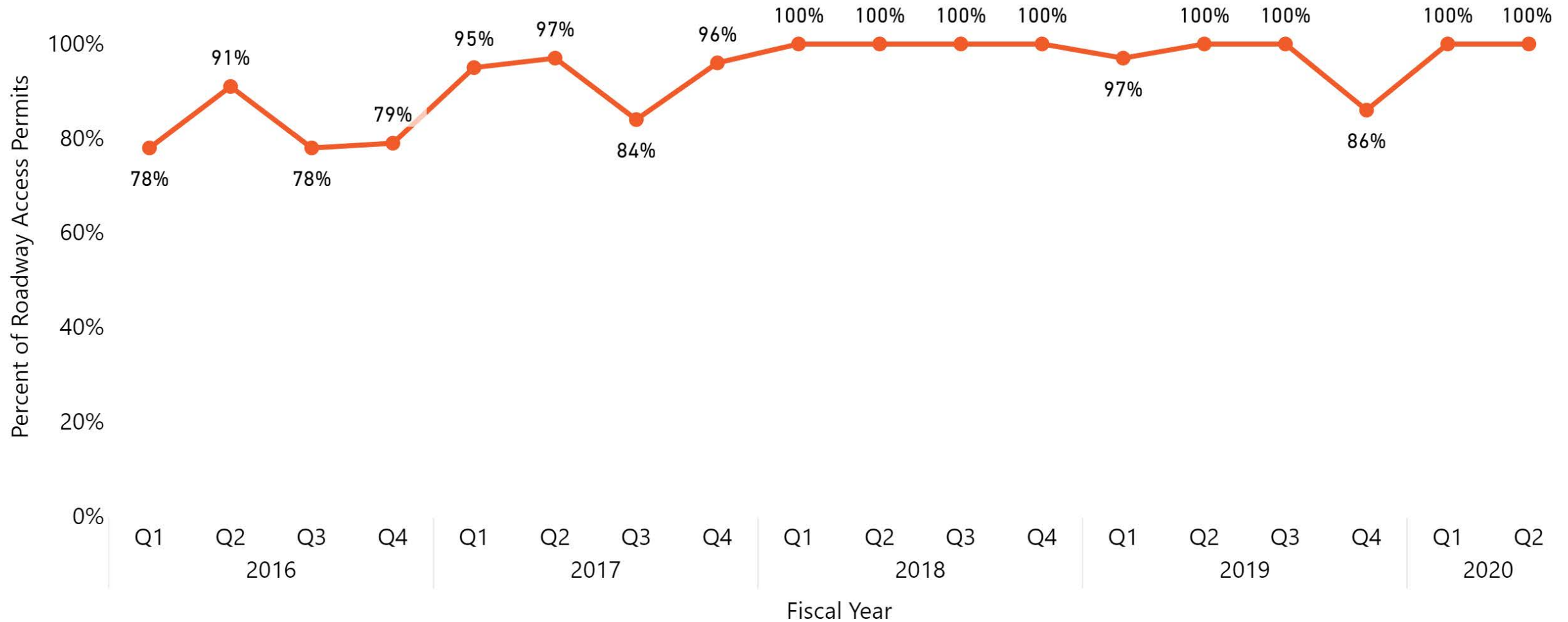
Chart 10.8C.2: Percent of Passengers Using the Region's Airports



## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM#10.9: Percent of Roadway Access Permits Issued within 21 Days or Less

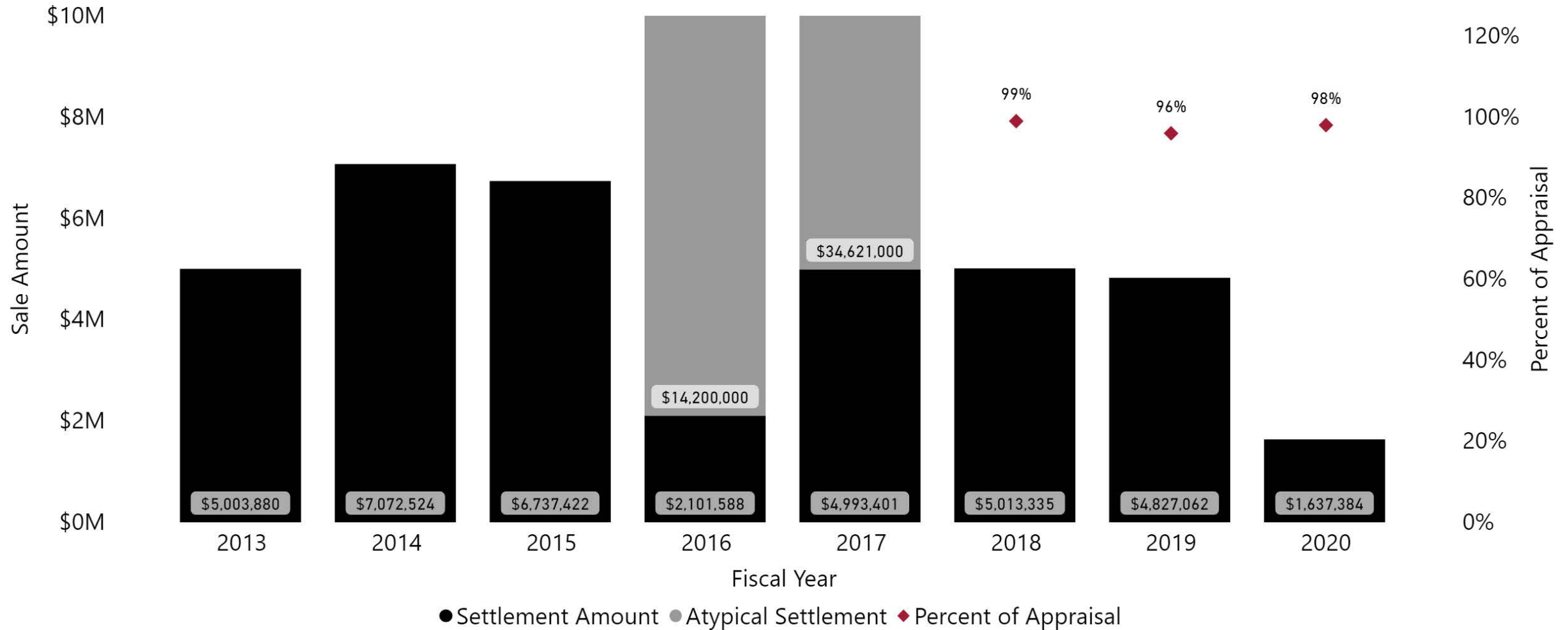
Chart 10.9.1: Percent of Roadway Access Permits Issued within 21 Days by Quarter



# TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

## PM TSO 10.1: Value of Land Sold

Chart 10.10.1: MDOT-Wide Sale Amount

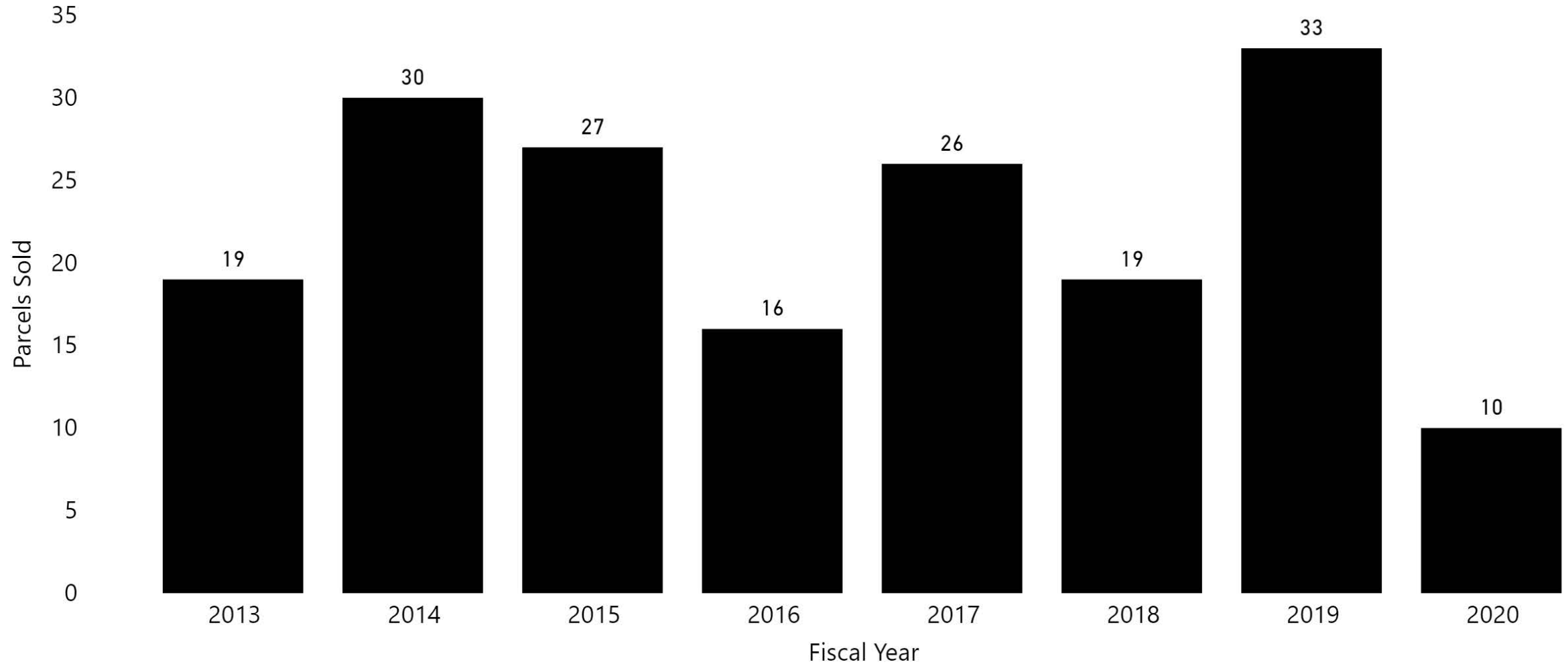




## TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

### PM TSO 10.1: Value of Land Sold

Chart 10.10.2: MDOT-Wide Number of Parcels Sold





PRESENTING:

TANGIBLE RESULT #10

**TBU SPECIFIC MEASURES**



# TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

## PM MPA 10.1: Productivity at the Port of Baltimore

Chart MPA 10.1.1: Seagirt Marine Terminal Ship-to-Shore Container Productivity Per Hour

